

Pablo Mendieta
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IT/Technology and Engineering in Information System

PABLO MENDIETA TORRES

Summary

Knowledgeable Information Technology Professional seeking to contribute in Technical Support/Sys Admin. Work well independently, or in a group setting providing all facets of computer support such as troubleshooting, installations, and maintenance and system/software. Knowledge and understanding of operating systems. Skilled in providing Customer and End-User Help Desk Support. Easily identify and resolve technical issues and concerns. Excellent communication and presentation capabilities as wells as Bilingual (Spanish).

CERTIFICATIONS

- BSc Systems Engineering
- A+ Certification
- Extreme Wireless Cloud Specialist
- Manage Engine Certified Product Associate (Help Desk)
- Microsoft Certified Azure Fundamentals

PERSONAL WEBSITE:

- <https://biaak.net/>

LINKEDIN

- <https://www.linkedin.com/in/pablo-mendieta-25a3a651/>

PROFESSIONAL EXPERIENCE

12/5/2020- (Present)

The Exploratorium (San Francisco, California)

Systems Administrator

<https://www.exploratorium.edu/>

- Installation, upgrades, support, and troubleshooting of Microsoft Office365, Zoom, Webex, Slack, and other authorized desktop applications.
- Installation, upgrades, support, and troubleshooting of printers, computer hardware.
- Installation, upgrades, support, and troubleshooting of AV conference equipment (Projectors, AppleTV, cameras)
- Experience working with MDM intune and SmartDeploy
- Experience working with SSO/MFA
- Experience with Google Apps for Business (G Suite)
- Remote Support via TeamViewer
- MDM SmartDeploy Scripting, powershell Scripts
- Manage Ring Central Accounts
- User Account creation Management in Active Directory/AzureAD and Exchange, Office 365, SharePoint.
- Onboarding and Off boarding end users accounts
- Help desk support troubleshooting (JIRA Help Desk)
- Support on key IT infrastructure projects
- Build/image laptops for end users windows 10

11/01/2019-11/02/2020 (1 Year)

ACS Solutions (Concord, California)

IT Support Engineer

<https://acsicorp.com/>

- Support for end-users, Servers, O365/Azure
- SSO Configuration and Support,
- Mitel System
- Infrastructure, Accounting Systems (GP)
- Active Directory and PowerShell Scripts
- Experience supporting Microsoft Office 365 (Email, OneDrive, SharePoint, Teams)
- Experience with LAN/WAN environments and setup
- Ability to provide remote phone support to internal customers while not on location (VPN, remote control, etc.)
- Experience with a variety of collaboration tools (Teams, Zoom, GTM, etc).
- Experience with MDM/Intune
- Zoom Meetings, Conference Setup
- Access Points (WiFi) administration and support (Aerohives)

8/26/2016-10-12-2019 (4 Years)

Ascent Services Group (Concord, California)

IT Support Analyst/Infrastructure

www.ascentsg.com

- Support on key IT infrastructure projects
- Company website support and maintenance cPanel, Hosting
- User Account creation Management in Active Directory/AzureAD and Exchange, Office 365, SharePoint.
- File Sharing Egnyte ,
- Comodo MDM
- SSO (Single Sign-ON)
- ShoreTel Phone System Administration/Support
- Help desk support troubleshooting (Fresh Service Help Desk)
- Windows Server Upgrades and Administration 2008 /2012 R2,2016 DHCP,DNS/TCP/IP.
- Hyper-V, VMware ESXi
- Zoom Meetings, Conference Setup
- Access Points (WiFi) administration and support (Aerohives)

- Sharepoint, Intercall, Skype for business Support.

2/2/2014 -7/15/2016 (2 Years)

Underground Construction Company (Benicia, California)

Technical Support Analyst/ Web Developer

www.undergroundconstruction.com

- System Server Administration
- Help desk support troubleshooting
- Phone system support (Mitel)
- User Account Management in Active Directory and Exchange
- Design and Develop the current Underground Website (PHP and HTML)
- Knowledge in SQL strong in PostgreSQL
- Active Directory, Group policy, NTFS/File Share
- Remotely Manage over 200-500+ clients infrastructure and end user desktops
- Managed user accounts and permissions in IBM AS400 Financial System.
- Backup Management, Carbonite, Evault
- Third party Software installation, configuration and troubleshooting
- Utilized Site 24x7 to monitor and track issues in server and network environment.

EDUCATION

- Bachelor of Science in Information System at University Anahuac
- Diablo Valley College
- Clayton Valley High School

LANGUAGE

Bilingual: English/Spanish

REFERENCES

REFERENCE AVAILABLE UPON REQST
