

GUDBERTO MENDOZA

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RELEVANT SKILLS

Software

- Microsoft Office Suite
- Service Now
- Active Directory
- Amazon Web Services
- Zoom
- VMware
- MDM
- Data Migration/Transfer
- Cyber Security
- Encryption
- Pulse Secure
- Mac OS and Windows 7/10
- Adobe Creative Suite
- Google Suite
- Remote Support
- Box

Hardware

- Assemble PC units: upgrade RAM, battery swaps
- LAN/WAN
- Deploy hardware
- Set up monitors and peripherals: routers/modems, printers, entertainment equipment
- Level 2 Support

EXPERIENCE

Gap Tech, San Francisco, CA

August 2017 – March 2019

IT Support Specialist I

- Satisfied Gap's hiring demand by imaging and configuring 15 Apple/Windows machines weekly using Casper and Windows tools to ensure proper applications were installed on each employee's laptop to align with the need of their roles
- Deployed and tested up to 20 monitors and computer peripherals weekly in accordance with service-level agreement
- Resolved up to 30 user tickets weekly via ServiceNow and via walk-up Tech Bar support, resolving a range of software and hardware issues every week while maintaining a 95% satisfaction rate based on ticket feedback
- Maintained high level of communication with employees via Outlook and Skype to ensure they were up to date on the status of all outstanding technical issues

Comcast, Daly City, CA

January 2016 – December 2016

Cable Technician

- Connected customers to cable by installing and running coaxial cable indoors and outdoors in 10 new houses every week and ensured all customers were up and running in a timely fashion
- Advertised and successfully convinced up to 2 customers every week to add new services based on their preferences, increasing company revenue
- Troubleshoot existing customers' issues with Comcast's services to maintain satisfaction and prevent customer attrition

EDUCATION

Year Up / Foothill College, San Francisco, CA

March 2017 – July 2017

Year Up is an intensive, competitive technical training and career development program with 250 corporate partners, graduating 1,500 students annually across ten cities. The program includes college-level courses, professional training and a six-month internship

- Completed coursework in Web Development, Network System Admin, IT Helpdesk, Professional Skills, and Business Communications with specialized training in Network Support, including OS installation and upgrades

Merritt College, Oakland, CA

February 2015 – January 2016

- Coursework: ethical hacking, cloud security and system administration
- GPA 3.5