

Rodolfo Mendoza

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Professional Summary:

An IT professional with 4+ years of Technical Support experience and a passion for learning new and evolving technologies. Focused on providing exceptional customer service and keeping the work environment positive. Bringing attention to possible technical improvements to help the team or a process. Dependable team player with excellent organizational skills

SKILLS:

- High attention to detail
 - Strong problem-solving skills
 - Superior customer focus
 - Strong communication skills
 - Trouble shooting network issues Lan/Wan
 - Proficient with MSO 365 apps
 - Active Directory
 - SCCM knowledge
 - Powershell experience
 - O365 Admin experience
 - Strong hardware and software knowledge and configuration skills
 - Strong Windows OS knowledge
 - Knowledge of ITIL process
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PROFESSIONAL EXPERIENCE:

Sept 2018 – Current

Holmes Murphy Support specialist II:

- Provide tier two technology support for customers
- Working closely with infrastructure team and security team to resolve issues
- Manage portable devices
- Manage support desk tickets escalated from tier one support
- Document solutions and process in knowledge database
- Troubleshoot remote devices
- Image and install software for computers
- Creating Powershell scripts
- SCCM admin
- AD new user creation and user management
- MSO 365 Troubleshooting
- Setting up servers, switches, and patch panels
- Windows server 2012 r2 experience
- Badge printing configuration (paper cut)
- Powershell app deployment toolkit experience

- Updating and testing apps for SCCM pushes
- Voip configuration and troubleshooting
- Cisco unified CM admin – New user and phone creation
- Avaya VOIP Admin – new user and phone creating
- Installing Access Points

Aug 2016 - Sept 2018

Nationwide IT Support Analyst:

- Provide exceptional over the phone customer service to internal employees
- Troubleshooting desktop and laptops
- Imaging Windows OS with sccm
- Resolving network communication problems
- Installing software applications MS Office and inhouse apps
- Troubleshoot inhouse apps and provide support
- Executed equipment replacement activity
- Ability to meet monthly metrics
- High volume call center environment
- Troubleshoot and repair phones

Certifications:

Currently working on CompTIA Network+ certification