

STEPHANIE MENDOZA

Stephaniemendoza91@gmail.com | C: 949-546-9080 | Phoenix, Arizona 85051

WORK EXPERIENCE:

Electronics Engineering Tech 2 (Mar 2014 – Aug 2015, May 2018 – Jan 2020)

Arrow Electronics AIS, Phoenix, Arizona

- Provide production and integration of multiple OEM server hardware and software, server imaging, and configuration.
- Resolve technical problems with server hardware, software, and production networking and automation.
- Validates production process from verifications of Engineering Change of Order, BOM items, integration, hardware testing, software deployment, system configuration to pack out.
- Collaborates with Production, NPI and Quality Engineers, Project managers, Solution Architect to provide smooth production for new products as well as applying Lean Six Sigma principles for root cause analysis for FQRs and production quality concerns.
- Monitors, repairs, analyze production test equipment functionalities.
- Provide training and technical support for other technicians in relates to hardware and software issues.
- Auditing of process, 5s and safety.

Assistant Manager (Nov 2009 – May 2018)

Good China Restaurant, Peoria Arizona

- Assistant Manager working with and training up to 15 employees.
- Provide customer service, manage cash flow, and expedite workforce.
- Utilize SAP software for menu adjustments, inventory tracking.

Product Support (Dec 2013 –Feb 2014) Seasonal

Pearson, Chandler, Arizona

- Provide technical assistance for admins, teachers, parents, and students.
- Validate product licensing for school.
- Assist teachers and admins with their class/school rosters.
- Perform troubleshooting duties on desktop configuration such as browser plugins, firewalls.
- Provide technical support for mobile platform such as Android and Apple.

Field Service Engineer SV3 (Sep 2013 – Dec 2013) Contractor

Hewlett Packard, Arizona

- Responsible for Identifying, disassembling, and replacing legacy equipment with new equipment.
- Provide support for servers, desktops, QST, validators, MICRs, printers.
- Assisted with maintaining all hardware inventory counts.

Tier 3 Technical Support (Nov 2011 – Sep 2013)

2Wire / Pace Americas, Tempe, Arizona

- Provide advance technical assistance for AT&T U-verse (HSIA, VOIP, IPTV)
- Troubleshoot networking WAN/LAN connectivity, TV, fax machines, printers via telephone.
- Perform line testing in conjunction with on-site FSE troubleshooting.
- Assisted with Tier 1 and 2 Technicians for complex issues.

Education/Certifications:

- Computer Information System A.A.S
- Computer Engineering Technology B.S. (In Progress)
- Lean Six Sigma Green Belt (Arrow Electronics)