EDWARD DANIEL MENDOZA

9068 Bristol Plaza Way, Elk Grove CA 95624
Edward.Mendoza1995@gmail.com• (916) 753-0657

EXPERIENCE:
- Provide technical support to callers by researching and answering communications questions; resolving problems; providing resources.
- Establishing service by walking callers through new installations and configurations.

EDUCATION:
Moorpark College
Computer Network Systems Engineer

Sacramento City College
Business Management

Vision's High School
High School Diploma

WORK EXPERIENCE:
WesternNRG
Project/Configuration/Support Engineer
November, 2019 - November, 2020
- Build, maintain, and troubleshoot customers networks, including but not limited to Switches, Routers, Servers, Firewalls, Network infrastructure.
- Maintain a personal relationship with customers on a day to day basis to meet customer satisfactions. Maintain a workflow with my team, take lead on projects as well as assist senior engineers on projects.

Moorpark College
IT Assistant/Cyber Security Team Leader
Winter, 2018 - Fall, 2019
- Assist IT leads and Professors with day to day tasks.

Metro PCS
Manager/Phone Specialist/Salesman
Spring, 2013 – Winter, 2017
- Maintaining awareness of market trends in the retail industry, understanding forthcoming customer initiatives, and monitoring local competitor's activities.
- Organizing special promotions, displays, and events.

LANGUAGES:
English and Spanish.