**JanJay Mendoza**

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**Objective**

Seeking a position as an employee in which I may gainfully employ technical and administrative skill sets and utilize experience that I have cultivated during my time as an active duty service member of the United States Navy, and as a Senior Information Technology Support Representative.

**Technical Proficiencies + Tools**

LAN/WAN networks, Cisco routers and switches, Netgear routers and switches,TCP/IP protocols, VOIP systems utilizing Cisco Call Manager and OnSIP, Remedy Trouble-Ticketing System, Zendesk Trouble-Ticketing System, Windows Server 2003, 2008 R2 and 2012 R2 OS, Windows XP, 7, 8, 10 OS, Mac OSX Yosemite and later versions, Salesforce CRM, Office365 Professional Suite applications, Wordpress website administration via web console and FTP, Allscripts Electronic Medical Records, CAT-5 and CAT-6 network cabling, Smartboard whiteboard systems, remote troubleshooting via TeamViewer software, audio-visual equipment, and various computer peripherals.

**Education**

* **Los Angeles Pierce College** | Woodland Hills, CA **Jan 2017 – present**

*Transferring to California State University*

Major: Bachelor of Science, Information Technology

* **Oxnard College** | Oxnard, CA **Jan 2016 – Dec 2016**

Major: Information Technology

* **CompTia Security +** certified

**Experience**

Senior IT Support Representative

**Virtuoso Medical Management | Thousand Oaks & Santa Monica, CA** **Mar 2017 – Present**

* Administered employee user accounts via Active Directory in a hosted Citrix environment.
* Administered employee email accounts and infrastructure via Office365 hosted service, integrated into Citrix desktop environment and accessed via Outlook 2016 client.
* Operated network equipment, including modern-day Netgear switches and firewalls.
* Utilized Zendesk ticketing system for technical issue triage, management, resolution and retention of problem & solution notes.
* Successful completion and resolution of 750+ trouble tickets.
* Installation and upkeep of network peripherals such as large printer/scanner/copier Ricoh devices, HP laserjet printers, Epson laserjet printers, and desktop scanners.
* Installation and maintenance of Dell desktop and laptop computers, along with all associated external peripherals.
* Installation and upkeep of Polycom IP series 350/450/550/650 VoIP telephones in conjunction with programming and integration with OnSIP hosted VoIP services.
* Administered employee user accounts for Allscripts Practice Management and Electronic Health Records medical software, along with regular maintenance and troubleshooting of issues related to EHR software.
* Administration and integration of Salesforce CRM with various platforms, including Zapier middleware, Shopify online e-commerce platform, and regular website article publication.
* Administration of employee facility access control system via Win-Pak and Bosch access control applications and security badges.
* Performed administration, installation, and maintenance of Apple Macbook Pro, Macbook Air, iPad Pro, and iMac desktop devices.
* Remote troubleshooting and issue resolution via TeamViewer remote desktop software to 3 additional remote sites, external of corporate headquarters main office.
* Installation and implementation of 5G wireless network system within corporate headquarters.
* Regular website maintenance for multiple company entity webisites via Wordpress administration web console and Filezilla FTP application.

**Systems Administrator |** Duties + Highlights

* Provided basic and in-depth levels of support in Local Area Networks with focus on system administration.
* Administered commercial network operating systems within the functional area of configuration, system, and performance management.
* Managed/maintained internal site networks to include, but not limited to MS Exchange Windows Server 2003.
* Conducted first level network software and hardware corrective actions.
* Performed core and specialty functions of communications operations, message processing, and network administration and security.
* Performed network system administration, maintenance, and training.
* Configured network software and hardware; initialized network servers; installed network components, peripherals, software and operating systems.
* Troubleshooting network hardware and operating systems;
* Managed communication network security functions; managed information systems security documentation and programs.
* Monitored automated digital network systems.

CrossFit Gravis, LLC

**Owner/Operator/IT Manager Mar 2014 – Dec 2015**

After leaving the Navy, I had started my own small business in CrossFit and personal training for approximately 18 months, before deciding to pursue a degree in Information Technology with the goal of returning to work in the IT industry.

* Deployment, installation, and upkeep of computer systems; upkeep of office management & trainer workstations in Windows 7 environment.
* Installation and management of CAT-5 network cabling for workstations.
* Installation, troubleshooting, maintenance, and re-supply of office peripherals; deployment and upkeep of client management software.
* Installation, deployment and upkeep of audio-visual equipment, including surround-sound audio system used inside client training facility.

Information Systems Technician

**United States Navy | San Diego & Oxnard, CA + Overseas Deployment** **Oct 2006 – Feb 2014**

* Administered commercial network operating systems within the functional areas of configuration, systems, and performance management.
* Engineered small, remote Network Operations Centers for military units while deployed to Afghanistan.
* Operated network equipment; documented customer trouble calls; initialized computer workstations and installed external peripherals and workstation components.
* Communicated network and system problems to appropriate personnel and supervised technical personnel.
* Interpreted and tracked customer trouble calls and ensured resolution; detected vulnerability threats; scanned network media for viruses.
* Installed network media and software components, primary storage devices, operating system software, computer application and operating system software, computer and network system equipment, external peripherals, network connectivity, print services, system policy for domains, and virus scanners.
* Troubleshooting network hardware, system software, and workstation components.
* Diagnosed network equipment connectivity problems and identified causes.
* Maintained and monitored security and systems logs for errors and compliance.
* Monitored network equipment and software.
* Performed remote administration, printer administration, recovery procedures, and coordinated and scheduled system backups and events for system recovery.
* Initialized network servers; inspected information system, network, and hardware components, and administered user accounts.

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