Planning To Relocate

Esteban Mendez

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Technical Support Specialist with a strong foundation in troubleshooting, problem-solving, and front-end development. Skilled in HTML, CSS, JavaScript, debugging, and system support. Passionate about resolving technical issues and enhancing user experiences.

EDUCATION

Rutgers Coding Bootcamp ∣ Remote, 2020 ∣ Full Stack Web Development
University of Phoenix ∣ Online, 2012 ∣ Associate of Arts ∣ Healthcare Administration

EXPERIENCE

❖ **New York Presbyterian Hospital** ∣ **New York, NY** ∣ **Technical Support Analyst** ∣ **2017 - Present**
   - ❖ Provide technical troubleshooting and support for cardiac monitoring devices, working directly with patients and external companies to resolve complex issues.
   - ❖ Diagnose and resolve hardware and software malfunctions, ensuring devices function properly for accurate patient monitoring.
   - ❖ Maintain detailed technical documentation, logging issue resolutions, system performance, and device configurations.
   - ❖ Communicate effectively with end users, vendors, and cross-functional teams to ensure timely problem resolution.
   - ❖ Developed an internal knowledge base website, providing technicians and providers with essential resources for troubleshooting and using monitoring devices.

❖ **Berry Homeland** ∣ **Web Developer & Technical Support** ∣ **Jan 2024 - Present**
   - ❖ Designed and maintain a responsive website for an agricultural business using HTML, CSS, JavaScript, and Bootstrap.
   - ❖ Provide technical support and troubleshooting for website issues, ensuring smooth performance and user accessibility.
   - ❖ Investigate and resolve UI/UX bugs, broken links, and performance issues, improving overall functionality.
   - ❖ Delivered a technical solution that helped secure high-value contracts, demonstrating the ability to develop impactful business solutions.

❖ **Freelance Technical Support Specialist** ∣ **EM Web Developing Services** ∣ **2021 - Present**
   - ❖ Offer technical support and troubleshooting for diverse clients, diagnosing and resolving website functionality issues.
   - ❖ Work closely with clients, developers, and third-party services to implement fixes, upgrades, and optimizations.
   - ❖ Utilize Chrome DevTools, network debugging, and API troubleshooting to resolve front-end and back-end issues.
   - ❖ Ensure consistent site performance, security, and usability, adapting solutions to meet client needs.

SKILLS

HTML, CSS, JavaScript, Sql, JQuery, Github, problem solving skills, adaptability, critical thinking, customer service and support, data analysis, research.

LANGUAGES

English ∣ Spanish