

# Ezequiel Mejias Melo

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## Professional Experience

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*IT Operations Intern*

October 2017 – August 2018

*Technician II, Operations*

August 2018 – Present

Chico's FAS, Inc., Fort Myers, FL

- Provided IT support for over 1500 users on multiple campuses as well as for remote users.
- Responded to user inquiries via phone and email regarding computer software or hardware operation and problems.
- Reset account passwords and unlocked accounts for several applications including Active Directory.
- Performed triage on support tickets opened via self-service channels.
- Set up computer hardware for associate use, ensuring proper installation of cables, operating systems, and appropriate software.
- Assisted with the migration of all users from Google Apps to Office365 including configuring Outlook profiles for users.
- Delegated enterprise licenses/subscriptions for Microsoft Office and Adobe products.

## Education

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**Florida Gulf Coast University**

Candidate for Bachelor of Science in Software Engineering

Expected May 2022

## Education

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- Aruba Certified Mobility Associate
- Microsoft Technology Associate Networking Fundamentals
- Microsoft Technology Associate Mobility & Devices
- Autodesk Certified User 3DS Max
- Adobe Certified Associate Flash CS6
- Microsoft Office Specialist Word 2010, 2013, 2016
- Microsoft Office Specialist PowerPoint 2010, 2013, 2016
- Microsoft Office Specialist Outlook 2013

*References provided upon request*