

# Ezequiel Mejias Melo

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## Summary

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Highly motivated technology professional looking to launch career as a software developer. Seeking to utilize excellent analytical, technical, and programming skills to thrive as an entry-level software engineer.

## Education

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### University of Central Florida

Candidate enrolled in the Full Stack Development Program

## Skills

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- HTML
- CSS
- JavaScript
- Python
- jQuery
- Node

## Software Projects

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### Wolves a La Carte (<https://github.com/WRuback/Wolves-a-la-carte>)

**Description:** A web application that helps users find recipes and provides the approximate cost if the ingredients were purchased in a grocery store.

- Utilized Spoonacular API for recipe search and search bar autocompletion
- Utilized Kroger API for ingredient search and cost

### Day Planner (<https://github.com/EzequielMejiasMelo/day-planner>)

**Description:** A 9-5pm day planner implemented using jQuery and Moment.js

### Weather Dashboard (<https://github.com/EzequielMejiasMelo/weather-dashboard>)

**Description:** A weather dashboard implemented using the OpenWeather API.

## Professional Experience

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*Technician II, Operations*

August 2018 – Present

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

- Audited and analyzed changes done in production servers using Tripwire and Aldon Report Manager.
- Troubleshoot CRM packages from Orchestrator and validate that they completed.
- Managed access for SAP HANA, Active Directory Domain Groups, FlexPLM, Citrix, AS400/PKMS, email distribution groups, SmartClix and folder access for new hires and separations.
- Monitored company infrastructure using various monitoring applications such as IP Monitor, CA Unified Infrastructure Management, WhatsUp Gold, Microsoft Orchestrator, and AS400/PKMS.
- Worked alongside different technology engineers managing WebEx conference calls and documenting changes during high-level outages.
- Provided support to 1000+ users working in the headquarters, remotely, out of the country or in the field in person, via telephone, email, or remote sessions using Zendesk ticket system.

### *IT Operations Intern*

October 2017 – August 2018

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

- Provided on-site technical support for mobile devices, and laptops/desktops with Windows 7 and MAC OS for users located in the headquarters.
- Responded to user inquiries via phone and email regarding computer software or hardware operation and problems.
- 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.
- Reset account passwords and unlocked accounts for several applications including Active Directory.

## **Certifications**

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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***