

Jonathan Joe Baquiran Mejica

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EDUCATION

Georgia State University, Atlanta, GA

May 2017

B.S. Computer Science - Graphics and Human Computer Interaction Concentration

CERTIFICATIONS

Cisco Certified Network Associate (CCNA) Route/Switch

September 2017

ITIL Foundation Certification in IT Service Management

September 2017

TECHNICAL SKILLS

Programming	Frameworks	Cisco	Multimedia	Other Applications
<ul style="list-style-type: none">- Python- HTML/CSS- PowerShell- JavaScript	<ul style="list-style-type: none">- Django- Flask- Bootstrap- Selenium- PhantomJS	<ul style="list-style-type: none">- Cisco IOS- Cisco CUCM- Cisco CUC	<ul style="list-style-type: none">- Adobe Photoshop- Adobe Illustrator- Adobe Premiere Pro- Adobe Audition	<ul style="list-style-type: none">- AWS S3 and Route53- Microsoft Office- Kibana/ElasticSearch- ScienceLogic EM7- Jira

PROFESSIONAL EXPERIENCE

Cisco Systems Inc, Research Triangle Park, NC.

July 2017 – Present

Cisco Managed Services Network Engineer

- Troubleshoot and manage Enterprise-level customer VoIP hardware and software while building customer rapport and relationships
- Working knowledge of Cisco Unified Communications Manager (CUCM), Cisco Unity Connection (CUC), Cisco Switches (3750, 3560, 6500 series), and Cisco Voice Gateways
- Automate various engineer tasks to improve workflow via Python and PowerShell scripting
- Collaborate with Incident Managers and fellow engineers on complex issues to reach resolution as quickly and effectively as possible

Learning Environments Design, Atlanta, GA

August 2016 – May 2017

Audio/Visual Engineering Student Engineer

- Administered, troubleshooted, installed, and trained users on Visix Digital Signage system across all Georgia State University campuses
- Managed, troubleshooted, and trained users on WePresent Wireless Collaboration devices
- Wrote WePresent firmware update application using Selenium, Java, and JavaFX to automate upgrade process

Cisco Systems Inc, Research Triangle Park, NC

May 2016 – August 2016

Active Threat Analytics: Security Solutions Engineer Intern

- Monitored intrusion protection/detection and log analysis systems for customer traffic and ticketed suspicious events
- Improved Security Operations Center Kibana dashboard's visualizations by using newly created queries for ElasticSearch
- Worked cross-functionally with IT intern on automation using headless browser frameworks

Center of Instructional Innovation, Atlanta, GA

February 2015 – March 2016

IT Support Technician

- Repaired and installed classroom Extron, Crestron Audio/Visual systems and PC workstations
- Provided quick and effective technical support and instruction to university faculty and staff

Chick-fil-A Inc, Atlanta, GA

May 2015 – August 2015

Information Architecture and Delivery Intern

- Designed and implemented enhancements to corporate intranet video player using Brightcove, HTML, CSS, and JavaScript
- Created wireframes using Adobe Photoshop and Illustrator for internal iOS app and worked with development team to implement new features

Apple, Atlanta, GA

May 2014 – January 2015

iOS and Account Security Remote Advisor

- Provided software and hardware support for Apple iOS devices to customers over the phone and remote desktop
- Handled customer account security issues including, but not limited to account recovery, setup, identity verification

ORGANIZATIONAL AFFILIATIONS

PRSM Dance - Staff

May 2018 – Present

Design Chair and Web Developer

- Build and manage organizational web site using Django, HTML, CSS, and JavaScript
- Create monthly marketing material using Adobe Illustrator and Photoshop to be used across organization's social media outlets including Facebook and Instagram
- Work closely with Brand Chair to maintain consistent design aesthetic
- Assist staff in all organization event tasks including check-in, merchandise, logistics, and audio/visual needs
- Meet weekly with staff to plan events, discuss issues, and designate tasks/action items

Cisco Early in Career Network (ECN) - Leadership Team

May 2018 – Present

Tech and Automation Pillar Developer

- Develop ECN RTP web application for Leadership Team and executive sponsors using Django and the Cisco UI Kit to provide dashboard analytics and automation
- Setup and operate audio/visual equipment for all ECN events held on-site
- Maintain project tasks through Agile methodology

Cisco Asian Affinity Network (CAAN) - Leadership Team

March 2018 – Present

Event Volunteer and Graphic Designer

- Provide assistance at all organization events and programming
- Create marketing material to advertise organization's events and programming
- Meet with leadership team to discuss and plan events