

JOSE MERAZ

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SUMMARY OF SKILLS

With a highly adaptable skill set and demonstrated willingness to learn and operationalize new processes, as well as navigate unfamiliar situations, my quick thinking and precise attention to detail have gotten me far as a professional and a human. Some of my traits include Strong communication skills, Ability to connect and talk to clients, Confidence, Work Great Under Pressure, Extraordinary Problem Solver, and Innovative. Skills include Leadership, Collaboration, Delegation, Forecasting, Strategic thinking, Teamwork, Time management, Project Planning, Task management, Organization, Critical Thinking, Adaptability.

AREAS OF EXPERTISE

- Build and develop the project team to ensure maximum performance, by providing purpose, direction, and motivation.
- Lead projects from requirements definition through deployment, identifying schedules, scopes, budget estimations, and implementation plans, including risk mitigation
 - Inventory Management
 - Strategic Planning/Sourcing
 - Process Improvements
 - Coordinate internal and external resources to ensure that projects adhere to scope, schedule, and budget.
 - Analyze project status and, when necessary, revise the scope, schedule, or budget to ensure that project requirements can be met
 - Establish and maintain relationships with relevant clients, providing day-to-day contact on project status and changes
 - Planning
 - Project Management
 - Performance Analysis
 - Personnel Training

PROFESSIONAL EXPERIENCE

MAY 2023 - Present
Specialized IT Support Technician

COMPUCOM/ GE HEALTHCARE.

WAUWATOSA, WI

- Maintains, analyzes, troubleshoots, upgrades, replaces, and repairs computer systems, hardware, software, or computer peripherals.
- Demonstrated ability to work with cross-functional teams, including strong influence, communication, and collaboration skills - Prepare a Monthly report on ongoing issues.
- Strategize, manage, create user data for execution in the field.
- Manage, deploy, assess, and erase User and Customer assets (Log & Note).
- Support iPhones and iPads, Utilize ServiceNow.
- Supports and maintains user account information including rights, security, and systems groups.
- Trains employees, identifies, analyzes, and repairs product failures, and orders and replaces parts as needed.
- Communicates effectively with customers. Interacts with customers, responding to routine technical questions or requests for information.
- Diagnose, Install, Update, and Use Office 365 apps daily. (Teams, Outlook, Word, Excel, Defender, Excel, Intune, Edge)
- Recommend, Review, and Approve Products.
- Knowledge of GE apps and Corporate Software; (MyWorkshop, PeopleSoft, Oracle, Support Central, Salesforce, Seibel, Flexera, Concur, Nuvolo, etc.)

2018- 2022 Chicago Marketing Inc. Lombard, IL

Project Manager / Helpdesk Lead

- Build and develop the project team to ensure maximum performance, by providing purpose, direction, and motivation.
- Maintain, upgrade, and troubleshoot Internet, Cable, and network devices including.
- Knowledge troubleshooting and implementing, Netgear, Cisco, Ubiquiti network devices.
- Train and manage a team, Screen Mirror PC and Repair.
- New Device Rollout manager, IOS, Android, and Windows.
- Maintain, upgrade, and repair Phones, iPads, Printers, and Computers.
- Maintain and upgrade Electrical equipment, fixtures, and outlets.
- Develop Blueprints and schematics for different projects. • Knowledgeable in different software, apps, and Operating Systems including.

2014- 2020 Konke Electric Inc. Deerfield, IL

Journeyman Electrician / Project Lead

- Negotiate contracts with residential client's and commercial businesses.
- Bid projects based on blueprints & schematics.
- Type invoices & collect payment while maintaining a professional relationship with clients to help obtain any future business.
- Drive company vehicle with company provided tools.
- First contact with customers, worked on resolutions and immediate disaster recovery when needed.
- Meet customer/ company deadlines on a daily and weekly basis.
- Customer Specific Request
- Train a Team and Resolve any issues within.
- Operate under close supervision of business owners and safety teams meeting/exceeding OSHA requirements.
- Install, maintain, and Repair: Electrical Panels, Fixtures, Equipment, Speakers, Wi-Fi Hotspots, Ethernet Cable, and Network Switches, Cameras.

EDUCATION

Bachelor of Science in Computer Science - Dec 2022 - Present University of Phoenix

CERTIFICATES

Lasers, Photonics, and Optics - College of Lake County Grayslake, Illinois – 2014

Data Scientist: Analytics – Codecademy – 2023 - Present

Learn Python 3 Certificate – Codecademy - 2022

Learn SQL Certificate – Codecademy - 2023

Dell Client Foundations – Dell Tech Direct – 2023

LANGUAGES

Proficient in Written and Oral Spanish

PROFICIENT PROGRAMS

Python 3 - Anaconda, VSCode, Jupyter Notebook

SQL – Microsoft SQL Server, SQL Server Management Studio SSMS, Query Designer

Tableau for Data Visualization