

Junior Mejia

Cookeville, TN | (615) 906-2189

juniormeja09@gmail.com | [linkedin.com/JuniorMejia/](https://www.linkedin.com/JuniorMejia/) | <https://github.com/JuniorMejia2/Projects>

Objective

Highly motivated college senior seeking to utilize my passion for programming to design beautiful interfaces, gain meaningful experience, and help reach company goals.

Education

Tennessee Technological University

Bachelor of Science in Business Information Technology

Expected – Dec 2022

GPA 3.08

Experience

Twin Lakes Communication

Jan 2022 – Present

Technical Support Representative

- Provide technical support through various communication channels via Telephone, Email, and
- Assist with installation and testing of customer equipment, and reduce the need for ticket escalations.
- Ensure service order work is completed, maintained, and updated all necessary plant records, and worked with other departments to ensure customer satisfaction.
- Provided outstanding customer service to ensure all products were functioning and professional assistance with any service request.

Tennessee Technological University

Summer 2021

Student Technology Assistant

- Provided students with university-owned computer hardware and used ticketing software to issue tickets.
- Assisted students, faculty, and staff with basic software troubleshooting skills, and provided maintenance to university-owned printers.
- Utilized Microsoft office suite to create and design PowerPoints and workflow charts to maximize efficiency for future employees in training.

SAIC

Tier 1 IT Helpdesk Specialist

Oct 2021 – Dec 2021

- Contracted to the Federal Aviation Administration (FAA) contract
- Resolved technical problems and answered quires through various channels such as telephone, chat, email, and tickets submitted online. 300 calls taken.
- Assisted customers in diagnosing, identifying, analyzing, and resolving problems by utilizing technical skills, historical database records, and knowledgeable documentation.

Related Projects

Senior Capstone Project

- Partnered with *Upper Cumberland Human Resource Agency (UCHRA)* to build a dashboard and upload bus route data into major navigation applications, along with a customer-based reward system
 - Used technologies such as HTML, CSS, JavaScript, jQuery libraries, and MySQL.

Related Skills

Troubleshooting
Windows OS
Email Config
Microsoft Suite

Networking
HTML
CSS
Java Script

jQuery Libraries
MySQL/SQL
C#
Bilingual

Active Listening
Verbal Communication
Critical Thinking
Problem Solving