



## CONTACT

- 478-697-3912
- Mendoza.L@protonmail.com
- Atlanta Metropolitan Area
- <https://www.linkedin.com/in/luis-mendoza-l/>

## SKILLS

- Web Development (HTML , CSS)
- Technical Troubleshooting
- Technical/End-User Support
- Technical Project Management
- Teamwork Expertise
- MS Office 365
- Wordpress
- Content Marketing

## EDUCATION

- Bachelor's Degree, Kinesiology and Exercise Science**  
2012 – 2018  
Georgia Southern University
- Associate Degree, Network and System Administration/Administrator**  
2019 – 2020  
Oconee Fall Line Technical College

# LUIS MENDOZA

## PROFESSIONAL WORK EXPERIENCE

### Information Technology Specialist

Sep 2020 – Present

#### VB@Work

- Responsible for providing everyday technical support to the VB@Work staff, agents & clients.
- Collaborate with account managers and agents to provide technical and virtual solutions for clients.
- Expertly prepare, build, and implement enrollment platform solutions, as well as provide ongoing support on these platforms.
- Provide assistance to agents with Spanish speaking clients in enrollments, claims, and any other questions they may have.
- Contribute to many different projects on the VB@Work marketing team.
- Experience with email and text marketing communications.

### Quality/Production Specialist

Aug 2019 – Sep 2020

#### Flexsteel Industries Inc.

- Provided review and validation of product non-conformances and quality procedures.
- Identified and evaluated the quality of products, operations, and processes.
- Assured problem resolution through the development, modification, and documentation of actions.
- Implemented corrective action on non-conforming plans and hardware/processes submitted for review.
- Tracked all issues and ensured timely resolution of problems, reducing response time to minimum.

### Volunteer

June 2019 – July 2019

#### Oconee Fall Line Technical College

- Assisted/Shadowed IT manager to provide server maintenance, backups, and desktop support to resolve daily IT issues.
- Organized and helped maintain server rooms throughout campus.

## CERTIFICATIONS

- Help Desk Specialist** – Oconee Fall Line Technical College
- CompTIA A+ Preparation Certificate** – Oconee Fall Line Technical College
- The Complete SQL Bootcamp 2020** – Udemy
- Microsoft Network Administrator** – Technical College System of Georgia
- Insurance Agent** – Georgia Department of Insurance & Safety Fire Issued Dec 2020
- Responsive Web Design** – freeCodeCamp
- HubSpot Sales Software**
- HubSpot Content Marketing**
- HubSpot Service Hub Software**