



CONTACT

- 478-697-3912
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- Atlanta Metropolitan Area
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SKILLS

- Web Development (HTML, CSS)
- Technical Troubleshooting
- Technical/End-User Support
- Technical Project Management
- IT Strategy & Planning
- Data Backup & Recovery
- Database Management
- Installation & Configuration
- Relationship Management
- Teamwork Expertise
- MS Office Suite
- HubSpot CRM

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.

Quality/Production Specialist

Aug 2019 – Sep 2020

Flexsteel Industries Inc.

- Provided review and validation of product non-conformances and disposition type, quality procedures, and engineering requirements.
- 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 IT manager to provide server maintenance, backups, software support, networking to resolve daily IT issues.
- Provided hardware and software support for the department on multiple platforms and operating systems
- Organized and maintained 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
- Introduction to RPA and Automation** – UiPath
- HubSpot Frictionless Sales**
- HubSpot Sales Software**
- HubSpot Content Marketing**
- HubSpot Service Hub Software**