

# Ryan Mendoza

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## WORK EXPERIENCE

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### Enforce Consulting

Dallas, TX

*Implementation Analyst*

*July 2024 - Present*

- Worked under the talent domain team by providing support with customers' HCM talent modules, including recruiting, onboarding, performance, compensation, and engagement, ensuring client satisfaction.
- Championed the reintroduction of key project deliverable sign offs throughout implementation projects, applying lessons learned from a software project management course to safeguard against scope creep and ensure comprehensive project coverage and client approval.
- Managed support tickets across our diverse client base, meeting our promised 2-hour SLA, and demonstrating effective multitasking and problem-solving skills.

### Dynacraft, A PACCAR Company

McKinney, TX

*Software Developer Intern*

*May 2023 – December 2023*

- Spearheaded the introduction of UiPath automation to the Dynacraft division and reported progress directly to the Division IT Manager.
  - Invoice processing automation reduced accounting's invoice work by an average of 10 hours per week.
  - SQL database script automation ensured our database was continually up to date for use in our production line making sure orders were being made and shipped out correctly.
- Collaborated with development teams to integrate functional testing into the CI/CD pipeline, streamlining the testing process and ensuring faster detection of regressions that decreased our deployment times by 15%.
- Developed and optimized SQL queries, stored procedures, and functions to support complex data analysis and reporting needs, resulting in a sizable improvement in query times and production-level application performance.

### Balfour Beatty Communities

Richardson, TX

*Senior Resident Experience Specialist | January 2023 – May 2023*

*May 2022 – May 2023*

- Trained over a dozen new employees on our leasing and resident account management software, property rules, and government regulations to enable them to perform their designated duties.
- Assisted with leasing efforts such as: conducting site tours, preparing leasing paperwork, expanding marketing efforts, and collecting and organizing prospective resident data to make outreach more efficient.

*Community Assistant Intern | May 2022 – January 2023*

- Prior to my promotion to Resident Experience Specialist, I facilitated and maintained current resident and prospect files to organize leasing efforts, lease renewals, and apartment transfers.

## SKILLS, & INTERESTS

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- **Skills:** Communication, Leadership, Project Management, C++/C, MySQL, HTML, Javascript, Excel
- **Interests** Video Editing, Computer Building, Electronics, Photography, Backpacking, Chess

## EDUCATION

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The University of Texas, Dallas

Richardson, TX

*Bachelor of Science, Major Computer Science*