

Luis J Mejia Garcia

Professional Summary

Skilled Technologist with experience configuring computers, servers and peripheral devices to work within established company and security parameters. Adept at managing permissions, filters and file sharing.

Work History

Russo Development - IT Support Specialist

Carlstadt, NJ

09/2019 - Current

- Developed and tested new product offerings prior to release to assist development team in bug identification.
- Removed malware, ransomware and other threats from laptops and desktop systems.
- Patched software and installed new versions to eliminate security problems and protect data.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- Collaborated with vendors to locate replacement components and resolve advanced problems.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Removed and replaced malfunctioning components to correct hardware problems.
- Configured hardware, devices and software to set up work stations for employees.

Pizza Hut - Delivery Driver

Saddle Brook, New Jersey

06/2016 - Current

- Communicated customer complaints, requests and feedback to company management for swift resolution.
- Interpreted maps and followed written and verbal directions.
- Worked overnight shifts during peak periods to meet coverage needs.
- Immediately addressed problems with customers to promote speedy resolution.
- Used excellent listening and problem-solving skills to work with customers and quickly resolve concerns.
- Maintained accurate accounts by documenting orders, collecting payments and issuing receipts for every purchase.

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Lyndhurst, NJ 07071

Skills

- System upgrades
- Hardware knowledge
- Software testing
- Technical support
- Customer service
- Data Entry
- Intermediate knowledge in Python
- Intermediate knowledge in C++
- Time management
- Program Installation

Education

05/2019

Bergen Community College

Paramus, NJ

Associate of Science: Computer Science

Expected in 12/2021

New Jersey Institute of Technology

Newark, NJ

Bachelor of Science: Information Technology