

# JUAN LUIS MENDIOLA ESQUIVEL

## COMPUTER SYSTEMS ENGINEER

### TECHNICAL SKILLS

- ✦ Troubleshooting
- ✦ Windows
- ✦ Linux
- ✦ Service Now
- ✦ Dynamics 365
- ✦ LAN y WLAN
- ✦ Hardware maintenance
- ✦ Microsoft Office
- ✦ Google workspaces
- ✦ LogMeIn
- ✦ AnyDesk
- ✦ TeamViewer
- ✦ HTML
- ✦ CSS
- ✦ JavaScript
- ✦ SQL

### SOFT SKILLS

- ✦ Problem-solving focus
- ✦ Time management
- ✦ Effective communication
- ✦ Team collaboration
- ✦ Proactive
- ✦ Analytical
- ✦ Self-motivated

### LANGUAGES

- ✦ Spanish – Native
- ✦ English – Level C1

### CONTACT

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[LinkedIn](#)

### PROFESSIONAL SUMMARY

Engineer with over a decade of experience in software and hardware support. Specialized in technical troubleshooting, network configuration, and IT maintenance for diverse environments. Proven track record in enhancing user experience and resolving complex technical issues. Bilingual in Spanish and English, with strong communication skills and a commitment to continuous learning and professional development.

### PROFESSIONAL EXPERIENCE

#### Technical Support Engineer at Organon

November 2023 — May 2024

- Configuration and installation of multiple devices such as tablets, laptops, scanners, handhelds and label printers.
- On-site troubleshooting for hardware incidents and network connectivity issues.
- Hardware inventory.

#### Business Program Manager at Microsoft

January 2021 — Julio 2023

- Facilitated the migration of telephone systems for companies across the USA and Canada to the Microsoft Teams platform, improving communication infrastructure and efficiency.
- Assisted system administrators in acquiring and setting up new telephone lines, ensuring seamless integration and minimal downtime.
- Conducted troubleshooting for phone lines out of service, achieving a 98% resolution rate within the first contact.

#### Technical Support Annalist at Compucom

September 2019 — January 2021

- Provided technical assistance for point of sale (PoS) systems through telephone calls, chats, and email, resolving both software and hardware issues with a 98% customer satisfaction rate.
- Led the installation and configuration of new PoS systems, reducing setup time by 20% through efficient workflow processes.
- Configured and maintained network devices including switches, routers, printers, and VoIP phones, ensuring optimal performance and minimal disruptions.
- Troubleshoot and resolved issues with ticket printers, scanners, monitors, and PIN pad terminals.
- Updated knowledge articles for support analysts, enhancing the team's ability to solve issues quickly and accurately.
- Trained new team members, improving their proficiency and integration into the support team within two weeks.

### EDUCATION

#### Computer Systems Engineer, Universidad del Valle de México, Mexico City

January 2010 — August 2015

#### Computer Technician, Centro de Estudios Tecnológicos, Mexico City

August 2000 — June 2003

### COURSES

#### Responsive Web Design

[freeCodeCamp](#)

#### Full stack Web Development

[Platzi](#)