

Alvaro Abraham Mendez

Network Engineer

Mission, TX

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Key Skills

- ◆ Network configuration
- ◆ Cisco VoIP Configuration
- ◆ Active Directory
- ◆ Advanced Computer Troubleshooting
- ◆ Programming C#, Python
- ◆ Linux system proficient
- ◆ Fluent Bilingual
- ◆ Windows Batch Scripting
- ◆ SQL Databases
- ◆ Knowledgeable in: EIGRP, OSPFv2, STP, QoS, Ansible, MPLS, LAN/ WAN Networks
- ◆ Experience with LAN & WAN devices; Routers, switches, Access Points and Access control devices.
- ◆ Experience analyzing network traffic with Wireshark and Solarwinds.

Professional Experience

Computer Technician, Sharyland ISD, Mission, TX | May 2019-Present

- *Upgraded Wireless Access Points* – E-rate 24 project, exchange all Cisco Aironet 1140s to Cisco Catalyst c9120ax APs. Replace all the old 4500 series switches with new Cisco 9200L series switches.
- *Configuration of IP phones & Voicemail* – As the district's VoIP specialist, I utilized Cisco Unified Call Manager, Cisco Unity and Active Directory to update and configure all IP phones.
- *Technical Support* - Assist students/staff with troubleshooting/resolving technical difficulties. Assess hardware and software issues.
- *Network Administration* – Provide support and oversee the management of local area network(LAN) and Wi-Fi connectivity across campuses, including troubleshooting switches and configuring active ports to allow access to end devices. First line point of contact for critical outages and escalated network issues with my campuses.
- *Software & Hardware Management* - Responsible for installing, configuring, and keeping software applications and hardware used by the district up to date.
- *Inventory Management* - Used TIPweb for management, inventory, and conduct audits of all devices, Google Admin to manage student chrome devices, and Active Directory for user, group and policy management.
- *Documentation* – Create documentation for damaged devices, prepare instructional guides for teachers and administrators on troubleshooting common computer issues, and maintain comprehensive records of technology inventory across campuses for potential EOL surplus.
- *Robotics Coach for First Lego League (FLL)* - recruit robotics members

by grade level, schedule practices and meetings. Teach programming and engineering concepts using scratch & python for the advanced.

Computer & Network Specialist PT, SystemFix, Hidalgo, TX. | Jan 2016 – Dec 2018

- ◆ *Customer Service*- Interacted with clients through phone calls, in-person meetings, or via Google Meet.
- ◆ *Network Infrastructure*- Expanded the network from the MDF to new sites, ensuing successful connections by using network testers and patching cables to the patch panels.
- ◆ *Hardware Installation*- Mounted data projectors, TVs, cameras & audio systems. Installed TVs and ran HDMI splitter over ethernet to workstation for presentations.
- ◆ Designated second level network support for issues that desk could not resolve.
- ◆ Open tickets with ISP providers and followed up as needed for upgrades and replacements

Education

- BA in Computer & Information Technologies
South Texas College
- AA in Interdisciplinary Studies
South Texas College

Certificates

- Information Technology Specialist – Networking, Certiport *Cert. w6RFA-485K*
- Information Technology Specialist – Networking Security, Certiport *Cert. RVQd-4wUv*