

CHRIS MENDEZ

☎ 361-813-0250 ✉ mendecj812@gmail.com [in linkedin.com/in/cjmendez](https://www.linkedin.com/in/cjmendez) [cjmenendez.com](https://cjmendez.com)

EXPERIENCE

Mailgun by Sinch

Jan. 2023 – Present

Technical Operations Admin

Remote

- Conducted root cause analysis to resolve technical issues efficiently, collaborating closely with cross-functional teams to ensure seamless problem-solving and comprehensive documentation for future reference.
- Investigated and resolved complex issues in the Email On Acid testing platform, encompassing a diverse range of technologies such as Virtual Servers, Virtual Devices (iOS & Android), AWS, Windows, Mac, and Linux, ensuring seamless functionality for users across various environments.
- Utilized Jenkins to automate tasks on virtual machines by creating jobs that executed scripts via SSH and Bash, streamlining processes and reducing manual intervention.
- Regularly provided detailed updates to all departments regarding product status and quickly addressed any technical issues, ensuring seamless operations.
- Identified and addressed knowledge gaps in Confluence articles, leading to improved issue detection rates and streamlined support processes for the technical operations team.

Knight Office Solutions

June 2022 – Jan. 2023

Information Technology Support Technician

San Antonio, TX

- Provided top-tier technical support to clients by resolving an average of 25 daily phone calls and emails, ensuring prompt solutions to technical issues and delivering exceptional customer service.
- Consistently ranked in the top 10% of employees at Knight Office Solutions for successfully resolving IT issues, demonstrating exceptional problem-solving skills and technical expertise.
- Exceeded customer satisfaction goals by swiftly addressing client IT issues and fostering positive relationships through a friendly demeanor, resulting in increased client loyalty and positive feedback for 6 consecutive months.
- Coordinated with clients and third-party vendors to troubleshoot technical issues, ensuring timely resolution and meticulously documenting the process for future reference.

PROJECTS

HobbyHub | *React, Tailwind CSS, Supabase, TanStack Query, React Hook Form*

- Developed a responsive forum web app with full CRUD functionality, including creating, editing, deleting, and upvoting posts using React, Tailwind CSS, and Supabase.
- Implemented sortable feeds, search by post title, and detailed post pages with user comments and responsive images, leveraging TanStack Query for efficient server state management.
- Streamlined form handling for post and comment creation using React Hook Form, ensuring a seamless and performant user-friendly experience.

Job Listings Landing Page | *React, HTML, Tailwind CSS*

- Developed a responsive job listings landing page that displays job postings sourced from a local JSON file.
- Implemented key features including search filters, responsive web design, and accessibility (A11y) enhancements to ensure an inclusive and seamless user experience.
- Leveraged Tailwind CSS for a modern and consistent design, ensuring optimal performance across devices.

Etch-A-Sketch App | *HTML, CSS3, JavaScript*

- Developed a web-based Etch-A-Sketch application that allows users to draw on a virtual canvas.
- Implemented intuitive controls for drawing, erasing, and resetting the canvas, mimicking the classic Etch-A-Sketch experience.
- Utilized custom CSS to ensure responsive web design, providing a seamless experience across different devices.

TECHNICAL SKILLS

Languages: HTML/CSS, JavaScript (ES6+), TypeScript, SQL

Frameworks: React, Node.js, Express, Bootstrap, Tailwind CSS, SCSS

Developer Tools: Git, Jenkins, Jira, Confluence, PagerDuty

EDUCATION

Western Governors University

Bachelor of Science in Computer Science

Expected Graduation: May 2026

Salt Lake City, UT

University of Texas at Austin

Bachelor of Science in Advertising

May 2020

Austin, TX