

# CHRIS MENDEZ

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## 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

## EXPERIENCE

### Mailgun by Sinch

Technical Operations Admin

**Jan. 2023 – Present**

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

Information Technology Support Technician

**June 2022 – Jan. 2023**

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

### 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.

### Cocktail App | HTML, CSS3, JavaScript

- Developed a cocktail app that fetches data from a cocktail API to display a variety of cocktails along with their ingredients, alcoholic content, and drink type.
- Designed the app with a user-friendly interface, making it easy to browse and discover cocktails.

## TECHNICAL SKILLS

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

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

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