Gustavo Mejia

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Experienced IT Support Specialist proven with installation, hardware, software and support.

Certificates:

- Google IT Support Professional
- Google Cybersecurity

Core Competencies:

- Technical Support and Troubleshooting
- Software and Hardware Installation
- Customer Service and Communication
- Structured Cabling and terminations
- System Maintenance and Upgrades
- Local and Remote Support
- Training and Documentation
- Cybersecurity Analyst

Professional Experience:

IT Support/Web Design – 10-2018 to present   Self Employed

- Designed and developed custom websites for various clients, ensuring responsive design and optimal user experience.
- Managed website hosting, domain registrations, and server configurations to ensure continuous performance and uptime.
- Trained clients on content management systems (CMS) like WordPress and Joomla for seamless content updates.

IT Technician/Installer – 10-2014 to 10-2018   Retail Technology Group

- Provided technical support to end-users, resolving issues related to software, hardware, and network connectivity. Worked with NCR, J2, IBM, SQUIRREL, EPSON, QSR, BRINK, ALOHA and MICROS.
- Installed, configured, and maintained point of sales systems, peripherals, and software applications.
- Conducted cable installation for the network, telecommunications and security systems. Also, secured cable terminations to ensure reliable operation.
- Collaborated with other IT team members to implement system upgrades and improvements.
- Delivered remote support to users, addressing technical issues via phone, email, and remote desktop tools.
- Documented technical procedures and created user guides to assist end-users.

IT Technician/Installer – 06-2010 to 10-2014   Self Employed

- Assisted with the setup and deployment of new hardware and software.
- Help run and terminate cable in commercial settings.
- Conducted regular system maintenance and updates to ensure system security and performance.
- Trained end-users on best practices for using software and hardware.
- Escalated complex technical issues to higher-level support when necessary.

References:

Jon Gerome (760)420-1482 - Client installations
Jeff Bullington (336)508-5968 - RTG Supervisor
Dan Bejmuk (626)524-0503 - Client installation/IT support

* U.S. Citizen - Able to work in the U.S. immediately.