**Moctezuma Rivero Mendoza**

(408)841-3559 • moctezumariveromendoza@gmail.com • San Jose, CA

**EXPERIENCE**

**Stanford University,** Palo Alto, CA January 2023 – July 2023

*Information Technology Support Intern*

* Process IT tickets from the Service Now queue to diagnose employee’s computer software and hardware issues, exceeding the team’s resolution threshold of 95% with a final score of 120%.
* Installed and configured an average of 80 computers per week for new hires ensuring encryption and strengthening network security enhancing new hire work experience.
* Administered deployment appointments for new hires by onboarding installation and configuration to Stanford network systems. Increased project productivity by 90% through computer imaging and computer building.

**Amazon Lab 126,** Sunnyvale, CA August 2020 – June 2022

*Security Operation Specialist*

* Secured premises at the Regional Security Operations Center by monitoring surveillance cameras.
* Administered security badge access to roughly 300 contractors, visitors, and vendors per shift.
* Established friendly rapport with Amazon clients and employees maintaining an updated log of visitors for security compliance. Managed receptionist duties and implemented new data management that expedited data retrieval by 70%

**LEADERSHIP & VOLUNTEER EXPERIENCE**

**Palo Alto Elementary School,** Palo Alto, CA July 2022– August 2022

*Behavioral Analyst Technician*

* Created learning objectives and educational goals for students to increase academic and behavioral progression. Analyzed and reported students' behavior throughout the academic school year to parents and staff.

**Cal Polytechnic State University**, San Luis Obispo, CA July 2017 – July 2018

Latinos in STEM Student Summer Program

* Collaboration of software design applications and interactive projects using programming languages Python and Scratch. Executed assigned computer-building projects for hardware and software skills.

**Education**

**Year Up – Mission College,** Santa Clara, CA

* Information Technology Certificate

**Evergreen Valley College,** San Jose, CA

* Associate in Arts for Transfer in Psychology
* First-Year Program and EOPS
* Amigos de Guadalupe Scholarship Award

**Skills & Competencies**

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| * Remote support / Helpdesk Administration
* Computer Imaging
* Active Listening
* Languages: Spanish (Fluent)
 | * Detail-oriented
* Receptionist Duties
* Administrative Support
* Unit Coordination
* Interdepartmental Communication
 | * Collaboration / Teamwork
* Windows OS proficient
* Mac OS Proficient
* Software and Hardware Troubleshooting
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