

# Oakley Mendez

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HDI Support Center Team Lead Certified Help Desk Supervisor with approximately three years in IT support. Holds an associate degree in management information systems and attends monthly seminars on the latest IT support topics. Comfortable supervising a team of 30+ employees to quickly resolve customer concerns.

## Education

### Associate of Science in Management Information Systems, 3.8 GPA

Bristol Community College,  
Fall River, MA  
May 2017

## Key Skills

- Communication skills, written and verbal
- Problem solving
- IT Expertise
- Monitoring and coaching support staff
- Meeting facilitation

## Certifications

- AppleCare Mac Technician, 2018
- HDI Support Center Team Lead, 2019

## Professional Experience

### Help Desk Supervisor

Rhode Island School of Design, Providence, RI | March 2019 – Present

- Train, supervise, and evaluate 27 part-time IT Support Technicians
- Provide upper management with statistical performance reports and plans for improvement related to the IT support department monthly
- Perform repairs on PCs, Mac, Chromebooks, etc., and replace defective hardware and accessories
- Identify, recommend, develop, and implement end-user training programs to improve computer literacy

### Computer Support Technician

Rhode Island School of Design, Providence, RI | June 2017 – February 2019

- Provided basic technical support for students and staff
- Outperformed 90% of the IT department in customer satisfaction and productivity
- Led a students and staff brown bag lunch series on easy fixes for frustrating tech problems