



LEONARDO MENDEZ

PROFILE

Recent IT graduate with a passion for technology, business and strong communication skills. Adept at explaining complex technical concepts clearly. I take pride in taking initiative, continuously learning, and solving problems creatively. Eager to apply my technical knowledge and collaboration abilities to make meaningful contributions in a new role.

WORK EXPERIENCE

- **TechandToys** Oct 2019 - Present
E-Commerce Retailer
 - Achieved sales exceeding \$55,000 and 700 items since January 6, 2022, by retailing collectibles and merchandise based on thorough market trend and customer demand analysis.
 - Responsible for the systematic management, data storage, and tracking of a 700+ item inventory using Microsoft Excel.
 - Maintained a 97% positive feedback rating, further highlighting my ongoing commitment to superior customer service.
- **DoorDash** Jan 2023 - Present
Independent Contractor
 - Provided excellent customer services 4.94; Top Dasher rating
 - 300+ deliveries successfully delivered
 - Streamlined the pay-per-order system using Microsoft Excel in collaboration with the Dasher app
- **fastpromousa** Jun 2022 - Dec 2022
Residential Real Estate Photographer
 - Utilized professional DSLR cameras to conduct interior photography of residential properties, complemented by aerial perspectives captured through drone shots.
 - Collaborated closely with real estate professionals, helping address customer concerns and fostering positive relationships that were instrumental in generating repeat business.

EDUCATION

- **Florida International University** Aug 2019 - Dec 2023
Bachelor of Science in Information Technology
 - GPA : 3.71
 - Magna Cum Laude

SKILLS

- Build, configure, and customize computers
- Proficient in troubleshooting Windows and Mac OS
- Skilled in utilizing the Microsoft Office Suite
- Comfortable working with Amazon Web Services
- Knowledgeable in setting up firewalls and security groups
- Excellent business and technical support skills
- Experience working with SQL Server

CONTACT

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ATTRIBUTES

- Creative Problem Solving
- Communication
- Adaptability
- Flexibility
- Team Player
- Attention to Detail

LANGUAGES

- English (Fluent)
- Spanish (Fluent)

