JOSUE MENDOZA

SKILLS

Strong analytical skills in assessing current and future market trends. Interpersonal, coordination, and organization skills. Ability to monitor business accounts and conduct market survey and analysis.

OBJECTIVE

Professional background in analysis, strategic forecasting and process implementation.

EXPERIENCE

Project Coordinator | Facebook | Jan 2020 – March 2020 (contract)

- Assist the Tech Solutions team for top revenue producing clients
- Manage Customer Service needs requested by Client or Project Manager
- Utilize Excel spreadsheets, Drop Box, and other Facebook tools to assist the Tech Solutions team
- Designed databases, stored procedures, reports, and data input interfaces using SQL
- Create NDA agreements, quotes, and other documents to communicate with clients regarding their products and Facebook's visions
- Work closely with project manager planning projects and preparing documents
- Managing product budgets from $10,000 - $250,000
- Prepare financial and progress reports and communicate information
- Created PowerPoint presentations for project meetings

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- Sales Order Processing; Coordinate Shipping/Freight; Order Tracking; Invoice Management

Business Systems Analyst | Single Point of Contact | May 2019 - Dec 2019

- Supported the VP of Sales and Marketing as well as being a Systems Analyst, simultaneously
- Performed analysis and presented results using SQL, MS Access, Excel, and Visual Basic scripts
- Responsible for analyzing desktop hardware and software processes and supporting critical business strategies by managing the development, installation, vendor selection, and delivery of endpoint solutions
- Handle Social Media accounts: generating ads, information of services, and other products provided by the company
- Receive, work on, & dispatch an average 20+ tickets per hour coming in from respective clients' issues with their IT Services, Computer, Server, VoIP, and Cloud Services
- Recruit and schedule independent technicians working remotely in California and the East Coast
- Create reports and presentations on our 24-7 monitoring activities utilizing Excel spreadsheets
- The SaaS that are mainly utilized to manage data and schedule jobs and assign technicians are Autotask, Splunk, and T Sheets (QuickBooks) and Salesforce

Assistant to VP of Sales and Marketing | Single Point of Contact | Jan 2019 - Dec 2019

Human Resources Events Coordinator | Stanford University | Sept 2018 - Jan 2019

Human Resources | / Land, Buildings & Real Estate Administrative Assistant | Stanford University | Aug 2018 - Jan 2019

Education

Bachelor's Degree | 2018 | San Jose State University

Associates Degree | 2016 | De Anza College