



GENTZEL MESINA

IT BUSINESS ANALYST 📍 LOS ANGELES, CALIFORNIA ☎ 818-859-0412

◦ DETAILS ◦

Los Angeles, California
818-859-0412
gentzelmesina@gmail.com

◦ LINKS ◦

[LinkedIn Profile](#)

[Introduction Video](#)

◦ SKILLS ◦

Business Systems Analysis
Technical Support
Customer Service
Microsoft Office 365
Mobile Device Management
Computer Networking
Test Scripts
User Stories
Clear Communication
Functional Specifications
User Acceptance Testing
Project Management
Cloud Technologies
Information Technology
Teamwork and Collaboration
Knowledgeable in User Interface/
User Experience
Agile, Scrum, and Waterfall
Methodologies
Software Development Lifecycle
Root cause analysis
Application Configuration
Business Requirements
Business Process Management

📁 EMPLOYMENT HISTORY

IT Service Desk Analyst at Macerich, Los Angeles, CA

2019 — Present

- Troubleshoot and resolve issues with technology, video conferencing, mobile device management (Apple & Android), network connection, virtual private networks, and port security, escalating when appropriate
- Research, evaluate, and analyze service ticket history to identify high-frequency issues, and communicate potential fixes that would allow the 4 technicians to better prioritize their workflows
- Recommend and launch 3 system repairs that required new scripts
- Initiate meetings with cross-functional teams to understand and gather project requirements 1-2 times per month
- Collaborate in weekly meetings and brainstorming sessions to find ways to avoid bottlenecks and schedule delays
- Spearhead the active directory management for 100's of employees along with their passwords, user applications, permissions, restrictions
- Create, deploy, and document software packages to install updates while training and coaching 5 colleagues on the installation of software, hardware, workstations, printers, and phones

IT Field Technician at Relia-Tech, Los Angeles, CA

2018 — 2019

- Troubleshoot and fixed 15-20 daily service calls requiring support with Microsoft Office Suite, networking setup and repair, suspected viruses, threat detection, and other issues
- Planned and performed scheduled maintenance for 20+ clients including software updates, hardware checks, server capacities, mailbox health, and spam reduction efforts
- Administered and equipped workstations with Microsoft Office 365 licenses for 500+ employees
- Installed and configured 5 servers (domains, shared drives, directories, restrictions, DHCP, DNS), routers, access points, printers, scanners, and computers
- Staged all server and workstation backups and cloned defective hard drives for 100's of employees

IT Support Technician at Commerce Casino, Los Angeles, CA

2017 — 2018

- Resolved daily hardware and software issues to keep systems at 100% up-time
- Managed the active directory and drives access for 200 employees
- Coordinated and installed new desktop computers and software applications with 100% end-user satisfaction rate
- Cataloged and secured \$1,000,000+ in technology inventory for the casino and corporate office

🎓 EDUCATION

Bachelor's degree, California State University, Long Beach, Long Beach, CA

2012 — 2017

Management Information Systems

★ COURSES COMPLETED (2020)

Business Analysis Foundations

- The role and skills of a business analyst, the four steps of a needs assessment, distinguish the type of stakeholder needed for a specific activity, explain the role of the business analyst in the project planning stage, differentiate between the three points of view for breaking down requirements, factors for requirements in the release planning phase

Project Management And Requirements Gathering

- How to determine business needs and align project goals, how to define scope, assign resources, perform acceptance testing, determine applicable standards, identify your stakeholders, gather and analyze requirements, prioritize requirements, recognize project attributes, explain use cases, and explain the benefits of an effective project requirements management process

Requirements Elicitation For Business Analysts

- Interviewing method for elicitation, purpose of the interview process, planning questions, successful interviews, laying out expectations, how to ask probing questions, ways to end an interview, how to analyze and review notes before following up on an elicitation interview

Scrum Foundations

- The scrum approach to project success, solving project problems with scrum, establishing a scrum team, establishing the vision for a project, writing user stories, making boundaries, getting stories done in scrum, assessing the team

Agile Foundations

- Recognize inhibitors that have a significant impact when managing an agile team, recall the structure of a cross-functional team, user stories, apply the 80/20 rule to prioritize the highest value items, agile principles that guide the team to stay within time structures while remaining flexible enough to adapt to change, disadvantages of the waterfall approach

Agile Requirements

- Define the business analyst's role in agile, agile principles from a business analyst's perspective, explore the business analyst's point of view on an agile team, increments of value on an agile team, examine the fundamentals of determining the level of detail in the backlog, recognize the steps for collaborating with the product owner on the backlog, the purpose of the acceptance criteria

Software Development Life Cycle

- Traditional methods, including the waterfall model, early agile methods, including DSDM and FDD, scrum workflow, key lean principles, Kanban boards, core principles of extreme programming, the history of DevOps, setting standards with Six Sigma

SQL Essentials

- Database organization, selecting rows and columns, creating new tables, inserting and updating data, sorting and filtering, accessing related tables, working with strings, understanding numeric types, using aggregate functions and transactions, automating data with triggers, creating views, using CRUD functions