

## **LOUIE JEMMIEL MENDEZ**

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### **PROFESSIONAL SUMMARY**

IT Administrator and IT Site Lead with 7+ years of experience supporting global organizations across SaaS environments, device management, identity access management, and enterprise IT operations. Strong background in JAMF, Kandji, JumpCloud, Okta, SCCM, Active Directory, and 24/7 support environments. Proven ability to manage onboarding and offboarding automation, IT assets, and worldwide Tier 2 support.

### **TECHNICAL SKILLS**

IT Administration, IT Operations, Automation, JAMF, Kandji, JumpCloud, Okta IAM, Apple & Windows Device Management, Active Directory, SCCM, Google Workspace, AI SaaS Management, IT Asset Management, Ticketing Systems, Automation (Onboarding/Offboarding), Network & Desktop Support

### **PROFESSIONAL EXPERIENCE**

#### **Guesty Philippines Corporation**

**IT Senior Administrator** - September 2025 – Present

**IT Administrator** - July 2023 - September 2025

- Manage Apple and Windows devices using JAMF, Kandji, and JumpCloud MDM
- Administer company-wide access via Okta integrations
- Provide Tier 2 IT support for global teams (Israel, Spain, USA, Australia, PH)
- Maintain IT asset inventory and lifecycle tracking
- Manage SaaS access and provisioning
- Handle IT budget allocation per department
- Automate onboarding and offboarding processes
- Provide first-line 24/7 support through ticketing systems

**IT Site Lead – MicroSourcing (Probe Group)** | May 2022 – July 2023

- Led 24/7 IT support operations across two Cebu sites
- Designed and maintained network infrastructure
- Delivered Level 1 and Level 2 technical support
- Managed IT assets and inventory across sites
- Ensured ITSM compliance and service quality

**NOC Support – Probe Group** | June 2019 – May 2022

- Desktop support, software installation, patching, backups
- SCCM imaging and application deployment
- Active Directory group and security management
- Monthly IT inventory and compliance reporting

**IT Helpdesk – Crown Regency Hotel & Towers** | May 2018 – June 2019

- First-line IT support via phone, chat, and remote tools
- Application setup for newly imaged systems
- Network downtime coordination with ISP

### **EDUCATION**

Bachelor of Science in Information Technology

AMA Computer Learning Center | 2014 – 2018

### **PRE-PROFESSIONAL EXPERIENCE**

Deskside Support Engineer (OJT) – Concentrix | Nov 2017 – Mar 2018

**REFERENCES**

Available upon request