Joshua Mendoza

Miami, FL • mendozajbusiness@gmail.com • linkedin.com/in/joshuajaviermendoza • github.com/Utopianprojects

Technical professional with 8+ years leading cloud deployments, system integrations, and customer implementations. Adept at translating complex concepts for technical and business audiences, troubleshooting integrations, and partnering cross-functionally to deliver scalable solutions.

EXPERIENCE

Cloud Deployment Engineer · Thrive Miami, FL · April 2024 – Present

- Designed and deployed cloud infrastructure services across diverse client environments and scale, from 5-user SMBs to 1,800-user enterprises, and supported engagements ranging from $5K to $90K MRR.
- Managed end-to-end project lifecycle from scoping through handoff to support teams.
- Authored comprehensive technical implementation documentation, deployment runbooks, and support guides to ensure successful operational handoff and long-term maintainability.
- Spearheaded documentation overhaul projects for existing or new products to streamline onboarding and increase efficiency.
- Delivered technical workshops and knowledge transfer sessions for engineers and customer stakeholders on cloud deployments and Microsoft technologies.
- Partnered with software vendors and customers to deploy, integrate, and troubleshoot business applications across cloud and on-premises environments, ensuring successful implementation and adoption.

Sales Operations Manager · Thrive (formerly 4IT) Miami, FL · October 2022 – April 2024

- Oversaw day-to-day Customer Success operations, directing weekly reviews with account managers, setting team and individual performance goals, and providing personalized coaching aligned with management directives.
- Managed key client accounts end-to-end, handling proposals, escalations, and regular cadence calls while coordinating with project engineers to ensure timely delivery.
- Drove process improvements by overhauling team documentation and playbooks, implementing CPQ automation, and developing a structured onboarding program for new hires.

Telecom Engineer · 4IT Miami, FL · September 2021 – October 2022

- Managed Telecom department operations, developed SOPs, provided technical consultation to Sales, and led successful Microsoft Teams integration projects.

Technical Services Manager · OIT Miami, FL · June 2018 – August 2021

- Led Technical Services operations, managed team scheduling, handled technical escalations, revamped customer communications while building SOPs, training manuals, and coaching staff on troubleshooting best practices.

EDUCATION

Florida International University Miami, FL

Master of Business Administration (Specialization in AI for Business) Expected December 2026

Bachelor of Science, Information Technology December 2023

CERTIFICATIONS

- Microsoft Certified: Azure Solutions Architect Expert (December 2025)
- CJIS Compliance (May 2024)
- Microsoft Certified: Azure Administrator Associate (April 2024)

- Microsoft Certified: Azure Fundamentals (February 2024)
- Microsoft 365 Certified: Teams Administrator Associate (December 2022)
- SSCA SIP Training Certification, The SIP School (June 2021)
- Altaro VM Backup Certified Professional (July 2020) and Advanced Professional (May 2020)
- Microsoft: Windows Server Administration Fundamentals (2018), Security Fundamentals (2017), Networking Fundamentals (2017)

TECHNICAL SKILLS

- **Microsoft 365 & Azure:** Windows Server, Active Directory, DHCP, DNS, Group Policy, Exchange, SharePoint, Teams, OneDrive, Security & Compliance, Azure IaaS/VMs
- **Networking & Firewalls:** SonicWALL, FortiGate, Meraki (wireless, firewall, client VPN), Ubiquiti; switch administration (Cisco, Dell, Netgear, HP); SSLVPN, firewall rules, DNS/domain management (GoDaddy, Cloudflare, Network Solutions)
- **Security & Email:** Barracuda (gateway, archiver, cloud backup), Mimecast, Cisco Umbrella (OpenDNS) — policy creation, activity tracking, email security
- **Virtualization & Infrastructure:** VMware VM deployment and troubleshooting, Azure VM configuration, Synology NAS administration
- **RMM, Monitoring & Documentation:** ConnectWise Manage, Automate, ScreenConnect, ServiceNow, LogicMonitor, PRTG, IT Glue, NinjaOne, TeamViewer Dex
- **Backups:** Veeam, Datto, Azure Backup, Azure Recovery Services Vault
- **Languages:** Fluent in English and Spanish; currently learning French