Yarelit Mendoza

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WORK EXPERIENCE

The Trade Desk   **March 2025 – Present**
Platform Support Coordinator   *Hybrid*

- Support for application issues; ensuring that incidents within our platform are addressed within established SLAs
- Multi-task, manage, and resolve transactional application support requests
- Execute Stored Procedure and querying database using SQL
- Maintain the company's ticketing system; answer, troubleshoot, and resolve various technical issues related to The Trade Desk's trading platform

Modern Campus   **October 2021 – March 2025**
Team Lead, Technical Support | December, 2023 – March, 2025   *Remote*

- Lead a team of 3 support specialists, ensuring high-quality issue resolution and team performance.
- Provide mentorship by offering recommendations, constructive feedback, and brainstorming solutions with team members.
- Review and validate escalation documentation, ensuring accuracy and comprehensiveness.
- Drive process improvements and maintain documentation to enhance operation efficiency.
- Collaborate with cross-functional teams to streamline workflows and deliver insights via reports.

Technical Support Specialist II | April, 2023 – December, 2023

- Provided advanced technical support for Modern Campus CMS, resolving complex issues related to HTML, CSS, JavaScript, PHP, and XSLT.
- Diagnosed and troubleshot CMS-related issues, creating and implementing solutions tailored to client needs.
- Identified and reported bugs to the Product team, ensuring accurate communication and effective resolution.

EDUCATION

CSU Channel Islands   **December, 2021**
Bachelor of Science, Computer Science   *Camarillo, CA*

- Minor in Security Systems Engineerings

SKILLS & INTERESTS

- **Skills:** Troubleshooting, SQL, DevTools; Multitasking, Prioritization, Effective Communication
- **Tools & Platforms**: Zendesk, Confluence, FileZilla, Zoom
- **Interests**: Video Editing; Reading Manga; Creative Workshops; *League of Legends*