

# Chris Martinez

Help Desk Professional

Portland, Or, 97211

(661) 331-6791

cardamomclouds84@gmail.com

## SUMMARY

CompTIA A+ certified, with over a decade of high-volume customer service, coding bootcamp graduate

## SKILLS

- Customer Service
- Javascript, Wordpress
- Windows Active Directory

## WORK HISTORY

### **US Bank, Portland, OR — *IT Help Desk Technician***

November 2019 - August 2021

Internal help desk for US Bank Employees, password resets, hardware troubleshooting, software troubleshooting for over 1500 applications, diagnosing permission and access issues for end users.

### **Starbucks, Portland, OR — *Barista***

June 2009 - November 2019

Customer Service, food and drink preparation.

### **Pok Pok/ Whiskey Soda Lounge, Portland, OR — *Server, Bartender***

June 2011 - January 2018

5 years of high-volume serving and bartending experience for one of Portland's most iconic restaurants.

## EDUCATION

### **Creating IT Futures, Portland, OR , *CompTIA A+***

August 2019 - October 2019

An 8-week vocational training program built upon the CompTIA A+ certification, an entry level IT certificate that covers hardware, operating systems, and network

### **Epicodus, Portland, OR**

August 2016- June 2017

A 25-week, full-time coding bootcamp for full stack development, with a focus on PHP, Javascript, and Drupal.

**Bakersfield College, Bakersfield, CA — *AA English and Sociology***

August 2002 - May 2005

Graduated with 3.9 GPA