

Martin Sanchez
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KEY SKILLS

- Over 10+ years of Customer Service
- Experience managing Apple devices with JAMF Pro
- Experience in troubleshooting and installing software and updates
- Point of sale and IT equipment repair experience
- Knowledge in troubleshooting iOS and Android mobile devices
- Experience in repairing hardware components for Apple, Dell, HP, IBM and Lenovo products
- Familiar with Mac OS X, Linux, and Windows Operating System
- Word, Excel, PowerPoint, Photoshop, Illustrator, Pro Tools
- Fluent in English and Spanish

WORK EXPERIENCE

Technical Support December 2019 – Currently Working
Gap Inc., Photo Studio, San Francisco, CA

- Providing IT Maintenance and Desktop Support for Gap Inc., Photo Studio Employees
- Provide remote Technical Assistance with Chrome Remote Desktop, Zoom and Microsoft Teams
- Manage Apple based devices using JAMF Pro
- Troubleshoot technical issues on Macs, Printers, iPhones and iPad devices
- Document technical procedures using Wordpress for Gap Inc. IT staff members
- Keep Photo Studio computer inventory list up to date

Mac Computer Repair Technician October 2017 – Currently Working
Mobile Kangaroo – Apple Premium Service Provider, San Francisco, CA

- Repair and service any mobile device, both hardware and software (iPhones, laptops, etc.)
- Apple Certified Technician and Store Operator
- Work with diverse workforce and customers
- Simultaneous Point-of-sale operation, answering phone calls and providing customer service
- Obtained ACMT, ACiT and Apple Service Fundamentals Certifications
- Test functionality of devices and detect defects after repair has been performed

IT Desktop Support Technician May 2019 – December 2019
GroupA – Southern Glazer's Wine & Spirits, San Francisco, CA

- Provide 1st and 2nd level Desktop Support to outside sales force team
- Break-fix service for IBM, Fujitsu and Toshiba laptops
- Experience in handling customer problems in person, and over the phone

Hardware Field Service Engineer June 2016 – December 2019
F2Onsite, Concord, CA

- Provide on-site computer repair services to small businesses and private customers
- Repair and service Dell, HP, Lenovo/IBM desktops, tablets, workstations and notebooks
- Run diagnostics and troubleshoot various hardware components upon successful repair
- Obtained Dell, HP, and Lenovo Service Technician Certifications

Regional Service Technician

June 2017- September 2017

Pomeroy IT Solutions, Fort Collins, CO

- Troubleshoot and repair failed IT Hardware in retail store and/or office settings
- Pick up shipped service parts and drop off defective service parts on a timely basis
- Managed assigned service zone to ensure service calls are completed within Service Level Agreement
- Managed service calls and inventory at designated storage hold
- Maintain spare and parts inventory for multiple customer environment
- Record accurate usage of service parts as dictated by the service management system

ADDITIONAL WORK EXPERIENCE**Technology Assistant Volunteer**

June 2018

The Women's Building, San Francisco, CA

- Provide culturally sensitive, one-on-one computer and technology tutoring to visitors
- Assist computer lab users with procedures such as using e-mail, researching on the Internet, typing a resume, transferring and saving files, etc.
- Teach and assist participants who are interested in participating in our certification program

PROFESSIONAL DEVELOPMENT**ACiT 2017 iOS Service Certification (iOS-17A)**

May 2018

Apple, San Francisco, CA

ACMT 2017 Mac Service Certification (MAC-17A)

March 2018

Apple, San Francisco, CA

Apple Service Fundamentals Certification (SVC-17A)

December 2017

Apple, San Francisco, CA

HIPPA HITECH Compliance Training

June 2017

Pomeroy, Fort Collins, CO

ESD Field Service Kit Training

May 2016

Dell, Concord, CA

DCSE 1000 Client Foundations (Cert ID: 3223)

June 2016

Dell, Concord, CA

Servicing HP Desktops, Workstations, and Notebooks for Onsite Service Technicians

June 2016

HP, Concord, CA

Servicing Lenovo Products

June 2016

Lenovo, Concord, CA

EDUCATION**A.S. Degree in Computer Science**

January 2011 – December 2013

Cuesta College, San Luis Obispo, CA*Computer Science Major***California Polytechnic State University, San Luis Obispo, CA**

August 2008 – January 2011

Electrical Engineering Major