

**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
- Worked with Word, Excel, PowerPoint, Photoshop, Illustrator, Pro Tools and iMovie applications
- Fluent in English and Spanish

### **WORK EXPERIENCE**

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

- IT Maintenance and Desktop Support for Gap Inc., Photo Studio Employees
- Provide remote 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
- Kept 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 1<sup>st</sup> and 2<sup>nd</sup> 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****Technical Support Tier II – 2 Week Project**

March 2020

**San Diego Unified School District, San Diego, CA**

- Deliver support to end-users using automated call distribution phone software, such as PureCloud
- Gather customer information and determine the issue by evaluating and analyzing symptoms and recording findings to ticketing software such as ServiceNow
- Supported only Chromebook and ChromeOS device for this project

**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****ACMT 2019 Mac Service Certification (MAC-19A)**

July 2020

Apple, San Francisco, CA

**ACiT 2019 iOS Service Certification (iOS-19A)**

June 2020

Apple, San Francisco, CA

**Apple Service Fundamentals Certification (SVC-19A)**

June 2020

Apple, San Francisco, 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*