**Stevan Martinez. Las Vegas, NV 206-853-0843. Martinez.Stevan@Yahoo.com**

**Technician/IT Support Specialist**

**Tech Support**

Profile: Excellent Verbal and Written skills, Team Leadership and Coaching, Customer driven towards ultimate customer satisfaction. Coaching and training of Agents and Customers for Application understanding and competence. Working closely with customers financial expectations for the return on investment in a product.

Skills: All Microsoft Office 365 Applications

Excellent Skills with Microsoft Excel

Excellent Skills with Microsoft Word

Roll-Out Exchange and O365 to new Tenants

Provisioning support for O365 licenses and applications

Education: **Denver University of Colorado at Denver**

University of Colorado at Denver, Denver CO

MAJOR: Computer Science (No degree)

MINOR: Liberal Arts (No degree)

**High School Diploma George Washington High School**

George Washington High School, Denver CO

High School Diploma

**ITIL Service Transition 201 Online**

2019-2019

**ITIL Foundation 201 Online**

2018-2019

Experience:

**Customer Success Specialist** **Remind.com**

July 2020 – Current

-Onboard Specialist for customer to Remind SAS platform, using iOS and iPhone devices.

-Assisting Customers with Database alignment between their Student Information Systems and Remind.

-Customer Success Consulting to maintain Contractual agreements between schools and Remind.

**Sr Engineer and Team Lead** **MindTree Ltd**

Jun 2018 – June 2020

-Leader of Team of 24 Engineer support agents in a 24/7/365 Support Center. Tier I and II.

-Provisioning and On-Boarding support for new tenants (customers) in the Azure O365 Cloud

-Maintain Customer satisfaction for Government Commercial Cloud Computing High Security

-Presentation of weekly auditing of internal support tickets generated by our engineers.

-Training and Coaching of agents and customers for operational success.

-Supporting customers in Windows and iOS arenas

**IT Service Center Specialist II Alaska Air**

Feb 2010 – Jun 2018

-Maintaining Microsoft Active Directory by administering users in the domain to maintain Costs.

-Provisioning licenses to personnel for Microsoft O365 and Outlook.

-Training and support personnel with new products offered.

**Contract IT Support Field Systems/Help Desk Apex Systems, Inc.**

Nov 2008 – Feb 2010

-Project Management of Domain take down, transferring users to new Domain Database.

-On-Sight Hardware/Software Technical Support

-Phone Software Support.

**Martinez Consultant Group On-Sight PC Services**

June 1994 – Oct 2008

Owner/Lead Technician/Computer Consultant – Customer Support and Services Specialist.