

# David Martinez

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## Professional Summary

Detail-oriented and adaptable tech support specialist pivoting into cybersecurity. 5+ years of fully remote experience resolving technical issues, documenting processes, and mentoring others in fast-paced digital environments. Currently completing the Google Cybersecurity Certificate. Bilingual in English and Spanish with experience in Python, HTML/CSS, and content security workflows.

## Technical Skills

Python | HTML/CSS | Linux (basic) | Git | Google Workspace  
Zendesk | TryHackMe (Labs) | Slack | Zoom  
Cybersecurity Fundamentals (In Progress via Coursera)  
Bilingual: English & Spanish

## Experience

DIY Media — Remote

Content Conversion Specialist & Support | 2018 – Present

- Delivered empathetic support via Zendesk for eBook conversion & account issues
- Converted manuscripts into ePub using HTML/CSS, resolving formatting bugs
- Maintained internal knowledge bases and automated follow-up processes
- Collaborated across time zones to ensure digital content delivery

Lambda School — Remote

Team Lead / Project Reviewer | 2020 – 2021

- Led daily standups; reviewed Python code and mentored student projects
- Encouraged teamwork, communication, and technical growth

Hopeworks — Camden, NJ

Mentor | 2017 – Present

- Taught life and tech skills to youth entering the workforce
- Led workshops on personal accountability and self-reliance

## **Education & Training**

Google Cybersecurity Certificate (In Progress – Coursera, Aug 2025)

Data Science Fellowship – Lambda School (2018–2020)

A.A.S. Computer Science – Camden County College (2016)