

# Damian Martinez

Looking for a job position where the use of my skills, experience and education would be an advantage to the growth of my employer and myself.

**Cellphone:**

**(786) 484-4127**

**Email:**

**dmianmartinez84@gmail.com**

## WORK EXPERIENCE

### **VERIZON, Gaithersburg,MD — *Fios Technician***

April 2018 - PRESENT

Provide exceptional customer service.

Responsible for the proper installation of company services and equipment (data, TV and phone products and services).

Troubleshooting internet (WIFI or wired connections ),TV and Phone services.

Adapt to constant changes in system interfaces, software and measurements tools (meters). Responsible for a company truck, tools and equipment.

Read and understand lectures from optic fiber, coax and Ethernet cables measurement tools in order to provide accurate and efficient solutions to customer issues in a limited amount of time. Communicate professionally to the company staff in all levels like teammates supervisors and technical support assist creating an excellent team environment.

Proper communication with customers in order to make them be part of the installation process and obtain agreements in the different wiring scenarios.

Delivery a good impression of the company adopting proper behavior and manners.

Follow supervisor requests and directions.

Follow company policies and procedures.

## SKILLS

Knowledge of Microsoft Office with a concentration in Word, Excel and PowerPoint.

Ability to work with design software like AutoCad , 123d Design.

Ability to use Slack.

Ability to work with systems made for the interaction of techs with customers and companies in the field (COMCAST and VERIZON systems).

Ability to work with wiring making connectors and splices (fiber optic, cat 3,5,5e,6, coaxial,copper).

Ability to work with programming languages as : HTML, CSS, JavaScript,MySQL,Node Js,React.

Knowledge of C++.

## **VERIZON PROJECTS**

### **VERIZON — Local Manager Assistant**

Assisting Local manager with workflow , monitoring workload and reaching out technicians in field to verify job status to identify any possible missed appointments or late arrivals which could affect the load flow .

Informing supervisor about technicians' possible missed appointments or late arrivals using emails as a preferred method of communication.

Serving as a communication bridge between technicians and customers when technicians in the field were not able to reach customers in a pre-call before dispatch in a job.

Serving as a translator between technicians, supervisors and customers, in the case of Hispanic customers who do not speak English.

### **VERIZON — Business Surveyor**

Serving as a surveyor, analyzing and verifying business infrastructures and Verizon facilities in order to make possible the installation of internet tv and phone services.

Serving as a mediator between technicians, supervisors, company departments and businesses, in order to make possible the installation of the Verizon services.

Communicating to company's departments like Engineering , MDU and Real Time Support, any situation that needs to be assessed in order to make the installation process.

Filling out reports with findings in surveys.

Verifying orders with customers to ensure a satisfactory installation process.

Ability to work with apps, android and IOS platforms.

Ability to work with google workspace ,drive, docs,sheets.

Ability to fix iPhones , Ipads.

Ability to work with arduino boards and sensors .

Knowledge of information analysis softwares like End Note X2 , Bibexcel, Unicet 6.123:Net draw 2.38.

In depth knowledge in Medical Terminology, ICD-9-CM, and CPT Coding.

Knowledge in Coder 3M System.

Knowledge in Medicare part A-D.

Received training in ICD-10-CM.

CPR Certified.

HIPAA OSHA Certified.

Bilingual, English and Spanish.

## **LANGUAGES**

English Spanish

## **NEGMAS INC**

April 2021-Dec2021

### **Web Development Intern**

NEGMAS INC Apprenticeship

As part of my apprenticeship at NEGMAS INC, I helped in several of the company's projects while improving my Web Development skills. Among others, my tasks included:

- Writing front end components for web applications
- Documenting code written by other developers
- Testing and troubleshooting web applications
- Debugging code to find potential sources of bugs

Working remotely I helped the company speed the development process and increase the quality of the projects. And gained some proficiency in technologies such as HTML, CSS, JavaScript, jQuery, React, Bootstrap, Material UI, NodeJS, MongoDB, and others.

## **COMCAST, Miami FL — *Field Technician***

June 2017 - April 2018

Provide exceptional customer service.

Responsible for the proper installation of company services and equipment (data, TV and phone products and services).

Troubleshooting internet (WIFI or wired connections ),TV and Phone services.

Adapt to constant change in system interfaces, software and measurements tools (meters). Responsible for a company truck, tools and equipment.

Read and understand lectures from coaxial measurements tools in order to provide accurate and efficient solutions to customer issues in a limited amount of time.

Communicate professionally to the company staff in all levels like teammates supervisors and technical support assist creating an excellent team environment.

Proper communication with customers in order to make them be part of the installation process and obtain agreements in the different wiring scenarios.

Delivery a good impression of the company adopting proper behavior and manners.

Follow supervisor requests and directions.

Follow company policies and procedures.

## **VX Case, Fortlauderdale FL — Supervisor/Smartphone Tech**

Nov 2015 - May 2017

Served as an example to other employees: having good manners with customers and workers, being punctual, increasing sales, doing up-sales, cross-sales, promoting the team work.

Lead the sales team to the store goals.

Working in a team under pressure to reach the store objective.

Creating strategies in order to increase the store sales.

Responsible for ensuring store appearance is clean and presentable at all times.

Open and Close the store ensuring the register is open and closed with the right amount of money.

Provided solutions to any customer issues.

Troubleshooting and fixing smartphones(broken screens,battery,camera and home button replace ).

Promoted sales by assisting customers and offering suggestions.

Communicated professionally in person and by phone.

Provided prompt and courteous service to all customers.

Entered register transactions accurately.

## **TECH ON THE GO, MIA Airport Miami FL — Sales Associate/Tech support**

Oct 2014 - Oct 2015

Provide technical assistance to customers, with sim cards activations, bill payments, responding to billing inquiries, equipment replacement, selling smartphone accessories and processing price plan changes and upgrades.

Provided exceptional customer service to individuals visiting the Tech on the go store at Miami International Airport, including greeting customers, answering phones and assessing their needs.

Completed accurate paperwork and transactions according to company policies and procedures.

Promoted sales by assisting customers and offering suggestions.

## **EDUCATION**

### **CBT College, Miami Gardens ,FL — *Certification***

Graduated - June 2016

Medical Billing and Coding Certificate .

### **University of The Havana ,Cuba — *Bachelor***

September 2005 - July 2011

Bachelor in Library and Information Science .

### **CUJAE Jose Antonio Echevarria ,Cuba — *2 years of study for Engineering in Telecommunication and Electronics***

September 2003 - July 2005

Engineering in Telecommunications and Electronics, I did 2 years of study where I passed classes like Calculus I,II,III,IV, Electric Circuit , C++, Autocad , Technical Drawing , Physic ,Chemistry .

