Eric Martin

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in linkedin.com/in/eric-martin-292b4770   🔗 https://emthedm.github.io/Eric-Martin-Portfolio/

Summary

Fluent in HTML, CSS, and Javascript as well as GitHub, jQuery, Bootstrap, Web API's, node.js and npm.

Created a Weather Dashboard that allows users to search a city to find its current weather along with a five day forecast.

Created a Password Generator that asks users basic questions to generate a random password.

Created a Movie Dashboard that allows users to search for a movie, see its information as well as what streaming platforms it is available to watch on. Users are also able to save movies to a watchlist to callback at a later time.

Experience

Activations/Tier 1 Customer Support Team Lead

Gogo Business Aviation

Jul 2018 - Present (3 years 4 months +)

Partner with the Technical Support Manager in providing quality and efficient customer service.

Responsible for prioritizing daily workload, problem solving, training, scheduling and reward/recognition programs.

Lead the Activations/Tier 1 Representative teams, ensuring high quality support. Manager of day to day operations for the teams.

Ensures continuous improvement and management of team to ensure the same high level of professionalism and quality support services for which Gogo is known.

Tier 1 Support Representative

Gogo Business Aviation

Aug 2016 - Jul 2018 (2 years)

Provided the most efficient and high quality customer and technical support to Gogo Business Aviation customers (OEMs, Dealers and Aircraft Owners/Operators) for all account administrative tasks and Tier 1 level trouble shooting to include equipment configuration and system activation verifications.

Customer Care Engineer

Granicus

Jan 2015 - Aug 2016 (1 year 8 months)

Provided client support and technical issue resolution via E-Mail, phone and other electronic medium for our clients as well as provided training to clients in the use of company systems and applications.

Monitored the health of our clients' solutions using our Proactive Systems Management tools and responded to client requests within a maximum of two hours.

Maintained/modified web-based documents written in HTML/CSS & Smarty code.

Documented procedures taken identifying/resolving client issues in our Salesforce CRM database.

Provided networking troubleshooting and provided superior customer service.

Apple Technician
Apple
Aug 2008 - Jan 2015 (6 years 6 months)
Responsible for handling repairs and replacements of Apple Products. Including but not limited to troubleshooting, diagnosis of Apple computers, and making necessary repairs according to Apple checks and procedures.

Responsible for troubleshooting various network issues including VPN settings and Outlook.

Performed data migrations from computer to computer, both PC and Mac.

Responsible for installing operating systems and applications on computers.

Accustom to handling a high volume of duties every day, and maintaining a high quality work product.

Continually involved in training of all Apple product knowledge and handling.

Education

University of Nevada-Las Vegas
Bachelor of Arts (B.A.), Film
2005 - 2012
Was a student leader for Intervarsity Christian Fellowship for four years.

Wakefield High School
High School, General
2000 - 2004

Licenses & Certifications

Transitioning from Manager to Leader - Lynda.com

Balancing Multiple Roles as a Leader - Lynda.com

Learn the Process of Effective Leadership - LinkedIn

Skills

HTML5　•　JavaScript　•　Cascading Style Sheets (CSS)　•　Bootstrap　•　Web Services API　•　jQuery　•　npm　•　Node.js

Honors & Awards

Eagle Scout Award - Boy Scouts of America
Oct 2002
I received the Eagle Scout Award at age 16.