

JOSHUA D. MARTIN

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Work Experience

Desktop Support Engineer

Cognizant - Quezon City, Metro Manila

August 14, 2024 - Present

Asset Management: Asset assignment, Release, and laptop replacement using SNOW (ServiceNow)

Inventory Management: Updating and tracking inventory using MS Excel

Laptop Deployment: Preparing new laptop requests and replacements

IT Support: Troubleshooting software and hardware issues on Chrome OS, including power washing, resetting, and managing Chrome extensions.

Email Support: Providing internal email support, ensuring timely issue resolution

IT Technical / Web Developer

Rusty Lopez CII – Marikina City

September 2023 to April 2024

Developed web applications using HTML, CSS, Bootstrap, JavaScript, and PHP.

Payment Transaction Management System, Web-based Purchase Order migration, Delivery Report Generation and Shoe Selection tool.

Maintain and updating their website content using WordPress.

Updated Product Inventory Counts and created barcodes using Retail Pro and MS SQL Server 2008 R2.

Monitoring Sales using Qlikview

Implemented Backup and Recovery files procedure.

Handled asset inventory and coordinated hardware deployments

Set up a Desktop.

Creating a delivery report.

Utilized NetSuite ticketing system to manage and resolve IT support requests

Conducted PMS, Hardware, Remote troubleshooting across all branches.

- Replacing parts
 - Desktop, Laptop, UPS, Biometrics, Printer (POS Printer, Dot matrix, inkjet)
 - System checks, updates, diagnostics, and removal of unnecessary files to optimize performance and storage
- Basic Network Troubleshooting.

Software Troubleshooting.

- MS Office (Word, Excel, PPT, Outlook)
- Support Internal Application.

IT Staff

Diosa Insurance Services - Quezon City

February 2023 to July 2023

Processed and encoded client orders for vehicle policies, ensuring accurate and timely documentation.

Organized and maintained vehicle policy records, ensuring compliance and easy access for clients.

Utilized MS Office (Excel, Word) to track and manage client orders and policy updates efficiently

Desktop Support Engineer Intern

FoundEver (Sitel) – Pasig City

October 2022 to December 2022

Proficient in maintaining and troubleshooting computer hardware

Experienced in Active Directory management for user and group administration.

Experienced in maintaining asset inventory for efficient resource management.

Familiarity with ticketing systems for streamlined issue tracking and resolution

Re-image of a Desktop

Skills

Hardware, Printer Repair & Troubleshooting

Software Troubleshooting

Basic Network Troubleshooting

Microsoft Office: Word, Excel, PowerPoint, Outlook

Content Management: WordPress

Database Management: MSSQL

Server Management: Xampp Server

Web Development: HTML5, CSS, Bootstrap, JavaScript, PHP

Background Education

Bachelor of Science in Information Technology

ICCT College, Cainta, Rizal — 2019-2022

Senior High School

Technical Vocational — Computer Programming

San Mateo Senior High School, San Mateo, Rizal — 2017-2019

Junior High School

San Mateo National High School, San Mateo, Rizal — 2013-2017

Elementary School

Guitnang Bayan Elementary School, San Mateo, Rizal — 2007-2013