

JOSHUA D. MARTIN

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Work Experience

Desktop Support Engineer - PPC

Cognizant - QC BridgeTown
February 2025 to Present

- Provided technical support for end-users, including troubleshooting hardware, software, network-related issues.
- Delivered application support for internal tools, ensuring smooth operation and resolving technical concerns.
- Maintained and updated asset inventory, including deployment and tracking of IT equipment.
- Coordinated with vendors for hardware replacements, procurement, and warranty claims.
- Performed system imaging and reimaging tasks to prepare machines for deployment or recovery.
- Managed user accounts and permissions through Active Directory.
- Utilized SCCM for software deployment, patch management, and remote troubleshooting.

Desktop Support Engineer - Google

Cognizant - QC BridgeTown
August 2024 to January 2025

- Provided end-user support for hardware and software issues (desktops, laptops, printers, mobile devices)
- Delivered application support for internal company tools and systems
- Troubleshoot and maintained Chrome OS devices, including resets, configuration, and updates
- Handled basic network troubleshooting and coordination with network teams
- Managed IT asset inventory: deployment, retrieval, tagging, and documentation
- Coordinated with vendors for hardware replacements and procurement
- Used ticketing systems and remote tools to ensure timely and efficient support

Programmer / IT Support

Rusty Lopez CII - Marikina Cty
October 2022 to July 2024

Designed and implemented a comprehensive web application utilizing HTML, CSS, Bootstrap, JavaScript, PHP, and Xampp Server.

- Payment Transaction Management
- Merchandising Purchase Order
- Shoe name picker
- Deliveries Report

Maintain and updating their website content using WordPress.

MSSQL Database Management

Updating Product Count in Retail Pro 9

Creating and updating the Barcode using Retail Pro 8. Implemented backup and recovery files.

Monitoring Sales using Qlikview.

Assets Inventory.

Set up a Desktop.

Creating a delivery report.

Conducted Hardware troubleshooting across all branches.

Replacing parts

Desktop, Laptop, UPS, Biometrics, Printer (POS Printer, Dot matrix, inkjet)

Basic Network Troubleshooting.

Software Troubleshooting.

MS Office (Word, Excel, PPT, Outlook)

Internal Application Support.

IT Staff / Programmer

Diosa Insurance Services – Quezon Cty

October 2021 to September 2022

Developed a web-based internal system using HTML, CSS, JavaScript, PHP, and MySQL, running locally via XAMPP, which streamlined workflows and reduced manual tasks.

Inventory tracking and reporting

- Supply Request System
- Time Log or Technician Work Tracker

Technical Side

- Provided technical support to employees, resolving issues related to hardware, software, printers, and network connectivity.
- Supported internal company applications and tools used in insurance operations.
- Monitored and maintained IT assets, ensuring accurate tracking and documentation.
- Coordinated with third-party vendors for hardware repairs, replacements, and software concerns.
- Delivered basic training and documentation for end-users regarding both system usage and general technical concerns.

Desktop Support Engineer - Intern

FoundEver – Pasig Cty

October 2023 to December 2023

- Proficient in maintaining and troubleshooting computer hardware and software system
- 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.
- Demonstrated ability to assemble and disassemble PCs with precision and efficiency.
- Re-image of a Desktop.

Skills

IT Support & Troubleshooting

- Hardware and software troubleshooting
- Basic network troubleshooting
- Microsoft Office (Word, Excel, PowerPoint, Outlook)
- IT asset management
- WordPress development and content updates

Web Development

- HTML5, CSS, JavaScript
- Bootstrap, PHP
- MySQL Database Management

XAMPP Server (Local Development Environment)

Education

Bachelor of Science in Information Technology

ICCT Colleges, Cainta Campus – Cainta, Rizal

2019 – 2023

Senior High School – 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 Education

Guinang Bayan Elementary School – San Mateo, Rizal

2007 – 2013