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| Mark Martinez |

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| Objective | My name is Mark Martinez and I am a student of Technology. I am seeking a job within a similar field to further grow my understanding of technology, systems, and applications. |
| Skills & Abilities | Microsoft Office (experience with some Administration also; SharePoint Admin, Office 365 Account Management, Azure)  Active Directory (Primarily permissions for account provisioning, Computer Management, etc.)  Confluence/JIRA (Documentation and Metrics in JIRA also)  PDQ Inventory (PC Management Application for the University)  Zoom (Admin, Setup SSO also)  FileBound Application (Student Files Storage)Admin (rare server)  JIRA (heavy usage, minor administration) |
| Experience | Client Services Software Specialist (Aspire) APRIL 2021 – CURRENT  * Supports Landscaping Clients via Intercom Chatting Software * Creates Escalated JIRA Issues * Setup Zoom meetings with clients to go over issues  Help Desk / Desktop Manager (IT Administrator) JULY 2019 – APRIL 2021 *Missouri Baptist University*   * Maintained responsibilities of a Technician but with less emphasis on monitoring a queue. Assisted techs in harder (Tier 2 and above) issues. * Purchasing – Contacted vendors (found new vendors, filled out purchase orders, tracked via documentation, established user need, implemented technology, etc. * Account Creation and Administration – Administered accounts, created (rarely due to automatic process), and disabled. Used AD, Exchange, Office Admin, and our various service apps. * Managed Asset Tracking – Tracking assets (locations, checked out to, status, etc.) – Techs do this as well, I administered them. * Adobe Applications Admin * Zoom Account Admin – Administered users with Pro Accounts, setup accounts, remove, etc. * Administrative Meeting, discussion, implementation of concepts – I was a primary Admin and part of weekly meetings for managing desktop admin related issues with other Admins. * Communication and Management with Contractors – Discussed and planned with contractors, projects related to classroom and building technology specifications. * Assistant to the Director – I was directly beneath the Director of IT, presenting numerous job/project opportunities, making the list of responsibility varied and dependent on the current need.  Management - I was a part of a 9 Man (4 techs, 4 Admins, 1 Director) IT Team and Managed the four Techs we had. Time Management and Job Priority were crucial with such a low staff for a major University.Help Desk Technician NOVEMBER 2017 – JULY 2019 *Missouri Baptist University*   * Manages ticketing queue system (JIRA), phone support, and in-person troubleshooting. Documentation on tickets required. * Management of old hardware, including backing up hard drives, and transferring of data. * Applying images and updating computers (occasionally Mac computers). * Installing TVs, monitors, projectors, printers, and scanners. * Used Active Directory, SCCM, Office 365, CAMS, Papercut, PDQ, FileBound, and Citrix Receiver Support. * Maintain classroom technology (projectors, smartboards, interactive displays, teacher station PCs, Apple TV devices, HDMI Matrix Switches, unmanaged switches, and camera) * Troubleshoot basic network issues and elevating network tickets when necessary. Installing and wiring/cable management of servers, racks, and managed switches. |
| Education | Missouri Baptist University – Bachelor’s Degree in Information Technology w/ a Minor in Business Administration Date of Graduation: December 2017   * Business Ethics and Writing * Business Law * Financial Management and Strategic Planning * Computer Programming w/ C# using Visual Studios Application * IT Infrastructure Understanding * Risk Assessment * Database Management through Access and MySQL * Operating Systems Security, Port and Vulnerability Scanning * Introduction to Networking * Certified Ethical Hacking and Pen Testing |
| Leadership | Being a manager, a point of contact, or anything of the sort, allowed me the opportunity to work under high amounts of pressure, deadlines, and within budgetary means. I was well liked by many and even had the opportunity to get considered for Employee of the Month and Staff Awards at Missouri Baptist University for February 2020.   <https://www.mobap.edu/about-mbu/lightenup/employee-of-the-month/> |
| References | Damon Tripp [damonwaynetripp@gmail.com](mailto:damonwaynetripp@gmail.com)  Phone: (314) 435-0660  Calvin Hofman (Internal; Current Manager)  [Calvin.Hofman@youraspire.com](mailto:Calvin.Hofman@youraspire.com)  Jeremy Gang (Internal; Colleague)  [Jeremy.Gang@youraspire.com](mailto:Jeremy.Gang@youraspire.com) |