

Nicolas Martinez Keidong

Computer Programmer - [Portfolio](#)



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nicolasmartinezkeidong@outlook.com



St. Catharines, Ontario (Willing to relocate)



[GitHub profile](#)



[LinkedIn profile](#)



[Microsoft Learn profile](#)

SKILLS & TOOLS

- Self-motivated
- Problem solving
- Attention to detail
- Workflow optimization
- Adaptability
- Positivity
- Spanish
- Teamwork
- Multicultural awareness
- C#
- SQL
- JavaScript
- ASP .Net
- Bootstrap
- MAUI
- GitHub
- CSS
- HTML

EDUCATION

Computer Programming

Niagara College • Welland, Ontario

Sep 2021 - Apr 2023

- Community sponsored project winner(Winter 2023). Application to assist in the administrative management of the Niagara College Program Advisory Committees.
- 2022 Fall and 2023 Winter Honours Standing.

Business Administration (completed one year)

DUOC UC • Santiago, Chile

Feb 2017 - Nov 2017

- Scholarship earned and awarded by my former employer for individuals who have demonstrated exceptional performance in their work.

ADDITIONAL COURSES

- Microsoft Learn | Microsoft Build 2023: .NET Challenge – June 2023
- Udemy | MySQL Database Development Mastery – May 2021.
- Udemy | Automate the Boring Stuff with Python Programming – April 2021.
- LinkedIn Learning | Learning Python. – February 2021.
- Free Code Camp | Responsive Web Design. – February 2021.
- Jovenes Programadores('Young Programmers') | JavaScript 1. - January 2021.
- CertiProf | Scrum Foundation Professional Certificate. – June 2020.
- Harvard Manage Mentor | Coaching. – January 2020.
- Harvard Manage Mentor | Business Case Development. – January 2020.
- Harvard Manage Mentor | Feedback Essentials. – December 2019.
- Hilti | Fundamentals of sales management. – November 2019.

WORK EXPERIENCE

Produce Associate(Part-time)

Oct 2021 - Present

Walmart Canada - St Catharines, Ontario, Canada

- Rotating stock and checking for expired products.
- Ensuring the merchandise is properly signed and priced.
- Adhering to standards and policies for cold chain compliance, thermometer calibrations, temperature recording, food handling, product rotation, sell-by dates, and expiration dates.
- Following Health and Safety guidelines.

Business to Business Expert for Latin America

2018 - 2020

Hilti Mexico - Mexico City, Mexico

- Increased the channel share, net sales, and participation of the eB2B channel in Latin America.
- Developed new marketing materials, new business strategies, and new trainings.
- Manage, maintain, and improve eB2B data quality operations (electronic catalogues, SAP master data).
- Performed the Administrator roles of all Hilti eMarketplace customer relationships and eB2B customer engagements.
- Coordinated with the global eB2B team to handle project go-lives and change management within the Customer Service channel and other areas.
- Partnered with business and other cross-functional teams to ensure integrated objectives are met in a timely and cost-effective manner.
- Created and follow up on service tickets to resolve technical issues.
- Supervised that the review process and B2B orders are proactively reviewed by the Customer Service Team and the proper registration and updating of electronic catalogues.
- KPI's reports(Creation and distribution).
- Closed of 2019 with +32% increase of net sales (equals to 5.1 million Swiss francs), and +45% orders more through eB2B channel versus the previous year.
- Successfully implemented 4 new solutions from the global portfolio (Intelligent Quote Conversion, Hilti Electronic Document Automation, Electronic Data Interchange, Punchout) for Chile, Argentina, Brazil, and Mexico

Customer Service Representative

2014 - 2018

Hilti Chile & Hilti Mexico - Santiago - Mexico City, Chile & Mexico

- Answered inbound calls and chats to assist customers with technical and general applications.
- Assisted with the preparation and testing scenarios for the upgrade of SAP R3 to SAP S/4 HANA.
- Coordinated customer needs like field visits, tool demonstrations, and others.
- Extra mile award, Q1 2018.
- Occasionally supported other areas like Warehouse, Hilti Store, and Marketing (Pricing).

Pro Shop Salesman

2013 - 2014

Hilti Chile - Santiago, Chile

- Explained equipment operation, maintenance details, and general applications.
- Demonstration of products for the VIP customer of the stores.
- Implementation of two new stores, coordinating the logistic team, layout stores, product stock.

Salesman

2011 - 2013

ISESA SA - Santiago, Chile

Salesman

2010 - 2011

Einhell Chile – Santiago, Chile

Salesman hardware store

2009 - 2010

Cencosud S.A. (Easy) - Santiago, Chile

References Available Upon Request.