

Nicolas Martinez Keidong

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[GitHub](#) | [Microsoft Learn](#) | [Portfolio](#) | [LinkedIn](#)

EDUCATION

Niagara College

Computer Programming

Sep. 2021 - Jun. 2023

Welland, ON

- 2022 Fall and 2023 Winter Honours Standing.

Related Coursework: Programming and Software Development, Data Driven Applications and Mobile Development, Relational Databases and non-structured data sources, Big Data Analysis and Presentation, Computing Systems and Networking, Systems Development Processes, Project Management, Application User Interface Design, Other non-core topics include Entrepreneurship, Communications, Math, and General Education.

Duoc UC

Business Administration (Completed one year)

Feb. 2017 - Nov. 2017

Santiago, Chile

- Scholarship earned and awarded by my former employer for exceptional performance in my work.
- I could not complete this program due to relocation to another country by my former employer.

PROJECTS

Niagara College Program Advisory Committees (NCPAC)

[Demo \(Video\)](#) | [GitHub](#)

C#, MVC, Bootstrap, HTML/CSS, LINQ, Entity Frameworks, SQLite

- MVC application designed to assist in the administrative management of the [NC PAC](#), School of Media Studies.
- I developed the dashboard, member's report, and the registration process of new members from manual to digital.
- I served as the team leader for our group of 5 people, and Azure Host for publishing the application.
- Effectively reduced approximately 37% of the client's workload, from converting or manual processes into digital.
- Selected as the winner of the Community Sponsored Project (Winter 2023) in its category (we competed against 5 teams).

Medical Office UWP

[GitHub](#)

C#, XAML, UWP, RESTful, HTTP requests

- I created MO because I was confused about how to consume an external API.
- Utilized RESTful interactions to communicate with the API hosted.
- Implemented error handling by creating an `ApiException` class to process API error responses.

Medical Office API

[GitHub](#)

C#, ASP.NET Core, SQLite, Data Transfer Objects (DTOs), Swagger

- Like the above project, MOAPI was created to gain a better understanding of APIs.
- Utilizes Data Transfer Objects (DTOs) to efficiently handle data communication between the API and the client.
- Implemented functionalities to retrieve information on doctors and patients from the medical office database.

Note: You can find more on my [GitHub profile](#), thank you in advance for your visit.

WORK EXPERIENCE

Walmart Canada

Produce Associate (Part-time)

Oct. 2021 - Present

St. Catharines, ON

- 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.

Hilti Latin America

Various

Apr. 2013 - Dec. 2020

Mexico City, Mexico and Santiago, Chile

Business to Business Expert for Latin America

Jul. 2018 - Dec. 2020

- Increased the channel share, net sales, and participation of the eB2B channel in Latin America.
- Developed new marketing materials, new business strategies, and new training.
- Performed Administrator role of all Hilti eMarketplace, customer relationships, and eB2B customer engagements.
- Partnered with cross-functional teams to achieve integrated objectives in a timely and cost-effective manner.
- Closed 2019 with a +32% increase in net sales (+5.1 million Swiss francs) and +45% more eB2B orders vs previous year.
- Successfully implemented 4 new global portfolio solutions (Intelligent Quote Conversion, Hilti Electronic Document Automation, Electronic Data Interchange, Punchout) in Chile, Argentina, Brazil, and Mexico.

Customer Service Representative

Aug. 2014 - Jun. 2018

- Answered calls, emails, and chats to assist customers with technical and general applications. >80 interactions per day.
- Coordinated customer needs like field visits, tool repairs, and others.
- In Q1 2018, I received the Extra Mile award for covering a supervisor's absence, assisting in training, and exceeding KPIs.
- Occasionally supported other areas like Warehouse, Hilti Store, and Marketing (Pricing).

Pro Shop Salesperson

Apr. 2013 - Jun. 2014

- Explained equipment operation, maintenance details, and general applications.
- Increased market share in the retail sector.
- Implemented our brand in 2 new Home Depot-type stores, coordinating with the logistic team, store layout, and product stock.

ISESA SA

Salesperson

Santiago, Chile

Jan. 2011 - Feb. 2013

Einhell Chile

Salesperson

Santiago, Chile

Jan. 2010 - Jan. 2011

Cencosud SA

Salesperson

Santiago, Chile

Jan. 2008 - Dec. 2009

TOOLS, SKILLS, ADDITIONAL COURSES & INTERESTS

- **Tools:** C#, SQL, JavaScript, ASP. Net, Bootstrap, MAUI, GitHub, CSS/HTML.
- **Skills:** Self-motivated, problem solving, adaptability, attention to detail, workflow optimization, positivity, Spanish, teamwork, multicultural awareness.
- **Courses: (2023)** - Microsoft Build 2023: .NET Challenge. **(2021)** - MySQL Database Development Mastery, Automate the Boring Stuff with Python Programming, Learning Python, Responsive Web Design, JavaScript 1. **(2020)** - Scrum Foundation Professional Certificate, Coaching, Business Case Development, Feedback Essentials, Fundamentals of sales management.
- **Interests:** Soccer, biking, paranormal mysteries, gardening, astronomy, AI, The Office.