**Nicolas Martinez Keidong**

Computer Programmer - [Portfolio](https://nicolasmartinezkeidong.github.io/docs/index.html)

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Description automatically generatedA picture containing black, darkness

Description automatically generated

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| --- | --- |
| Smart Phone with solid fill 905-964-8107 | [GitHub profile](https://github.com/nicolasmartinezkeidong) |
| @ with solid fill [nicolasmartinezkeidong@outlook.com](mailto:nicolasmartinezkeidong@outlook.com) | [LinkedIn profile](https://www.linkedin.com/in/nicolasmartinezkeidong/) |
| Marker with solid fill St. Catharines, Ontario (Willing to relocate) | [Microsoft Learn profile](https://learn.microsoft.com/enca/users/nicolasmartinezkeidong/) |

**SKILLS & TOOLS**

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

**EDUCATION**

**Computer Programming** Sep 2021 - Apr 2023

Niagara College • Welland, Ontario

* 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)** Feb 2017 - Nov 2017

DUOC UC • Santiago, Chile

* 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.