Alex Martinez

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New Haven, CT 06513

Software specialist with a strong foundation in programming (Java, Python, C++, Web Technologies), data structures, algorithms, and database management (SQL/NoSQL). 8+ years of technical problem-solving and software support experience, including application development and testing. A quick learner dedicated to developing high-quality code, collaborating effectively, and contributing to innovative software projects in diverse programming environments.

Experience	Skills

Experience

Software Support Specialist
Quality Data Service | Waterbury, CT | February 2022 – Present

- Managed end-to-end tax billing for 100+ CT municipalities (up to 30 concurrently), encompassing bill creation, data parsing, and issue resolution.
- Developed complex SQL queries for custom reporting, data anomaly detection, and error mitigation, ensuring municipal client data integrity.
- Implemented software code refinements using VB.NET to optimize performance and deliver new functionalities based on client needs and process improvements.
- Served as key technical support for town tax collectors, delivering clear status updates and resolving software issues.
- Created and maintained comprehensive software testing procedures and documentation, collaborating with developers to enhance code quality and user experience.
- Spearheading the expansion of billing management services to Rhode Island municipalities.

IT Specialist
Fixify Solutions | Harrisonburg, VA | January 2019 – January 2022

- Diagnosed hardware and software issues through research and diagnostics, providing clients with effective action plans.
- Efficiently repaired and replaced faulty equipment components, including circuit board testing and micro-soldering, to restore functionality.
- Developed and deployed Java and SQL based applications to streamline inventory management and enhance data manipulation efficiency
- Designed, executed, and documented comprehensive software testing, implementation plans, and user guides for company-wide systems.
- Implemented data preservation and litigation hold protocols, ensuring client data integrity and security.
- Managed and maintained server and network infrastructure, ensuring operational continuity across multiple national locations.

IT Technician
Nexus Services | Verona, VA | July 2018 – January 2019

- Managed inventory of 500+ devices for 100+ employees using Jamf and LogMeIn.
- Developed and delivered training programs for staff on computer system operation and maintenance.
- Oversaw domestic and international office/call center setups and closures.
- Resolved diverse technical issues, including call center software support and HP hardware troubleshooting.
- Provided 24/7 on-call support for emergency maintenance and technical assistance.

Risk Manager
Nexus Services | Verona, VA | August 2017 – July 2018

- Formulated comprehensive strategies to address immediate and future risks, effectively managing and reducing potential hazards.
- Evaluated incident impacts on program participants and devised appropriate response strategies
- Collaborated with the Risk Director to gather data for quality assurance and inform data-driven decision-making.
- Monitored and reviewed materials and reports on quality goals, progress, and challenges for over 10,000 program participants.

Skills

Programming:
Java, VB.NET, C++, Python

Web Development:
JavaScript, Vue.js Node.js, Express.js, REST API, HTML5, CSS PHP

Collaboration:
GitHub, Git, Trello, Jira, Visual Studio

Data Structures & Algorithms:
Sorting, Searching, Trees, Graphs, Hash Tables Complexity Analysis, AI Agent Training

Database:
SQL, MySQL, Microsoft SQL Server, MongoDB

Language Skills:
English (Native)
Spanish (Native)

Education

B.S Computer Science
University of New Haven
Expected Graduation: May 2026
New Haven, CT
GPA: 3.97

A.S General Engineering
Blue Ridge Community College
Graduated: 2018
Weyers Cave, VA

Certifications

CompTIA A+ Ce
April 2022