ANDREW S. MARTINEZ

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CAREER OBJECTIVE

Seeking an entry-level position in cybersecurity, bringing 15 years of strong customer service experience, excellent team leading and organizational skills, and creative problem solving and analytical skills.

SUMMARY OF QUALIFICATIONS

- 5 years' experience in customer service and resolution.
- Excellent technical, organizational, and written and verbal communication skills.
- Efficient meeting skills using Microsoft PowerPoint or Mac OS Keynote.

EDUCATION

The University of Texas at San Antonio
Bachelor of Business Administration   Graduated: December 2020
Cumulative GPA: 3.40
Relevant Coursework

- Information Assurance & Security
- Operation Systems Security
- Entry-level Java Programming
- Intrusion Detection & Incident Response
- Communication & Professional Development

San Antonio Community College
Associate of Applied Science, Concentration in Information Assurance & Cybersecurity   May 2017

EXPERIENCE

Fire Technician – Advanced Fire Investigations, San Antonio, TX   June 2017 – Present

- Implemented cloud services and collaboration utilizing Mac OS programs.
- Created weekly reports with Numbers to show company sales and growth.
- Managed day to day duties for Owner and Lead Fire Investigator.

Financial Foundations Senior Specialist– USAA, San Antonio, TX   January 2011 – April 2016

- Achieved 99% customer satisfaction through expert resolution of conflicts, issues, and concerns.
- Managed team meetings and debriefings each day utilizing leadership abilities.
- Created training programs as a subject matter expert for property re-invention project with Member Contact Learning.
- Trained New Employee Training (NET) teams and mentored team members as Senior Lead when transitioning to permanent positions.

ACTIVITIES AND HONORS

- Career Action Program, UTSA – College of Business   Fall   2019
- Honor Roll, UTSA   Spring 2019
- Dean's List, UTSA   2017 - 2019

ADDITIONAL SKILLS

- Microsoft Office – Word, Excel, PowerPoint, OneNote, Access, Outlook, Publisher
- Mac OS – Pages, Numbers, Keynote, iCloud
- Conversational in Spanish