Christopher L. Martinez

**I.T. Technician Expert,
Data Scientist Student,
EXCEL GURU,
and Self-Taught Programmer**

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Reno, NV 89509

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Programming

Python, Linux
C++ (OOP)
SQL/MySQL
Javascript, HTML5,
CSS3, PHP
MS Excel VBA

Data Skills

Data Analysis, Data Management,
Metric reporting, Identifying KPIs,
Data Integrity,
Database Management

Software

Adobe CS(DreamWeaver, InDesign,
Photoshop, Illustrator, Acrobat Pro),
Visual Studio, Brackets IDE,
IntelliJ IDEA, VMWare, VirtualBox,
WAMPServer32, XAMPP, PyCharm,
CLion, Visual Studio Code

Project Skills

Project Management,
Process Flow Creation,
Process Improvements,
Change Management,
QA Assurance/Training

Frameworks

MongoDB, Bootstrap 4, Django 3.x

Accessibility

File Conversions,
Website Accessibility Testing,
Software Accessibility Testing,
Converting Docs. into Accessible Format,
ABBYY FineReader 14 Std.

Profile

An experienced, military veteran, technical problem-solver, project manager and an I.T. Technical Expert in various fields such as data analysis, software and scripting while maximizing the use of Excel in conjunction with programming languages such as JavaScript and Python to accomplish difficult or repetitive tasks. I am seeking a technical environment where I can learn and grow from others in a professional setting as well as on my own such as continuing my education and working on job related side-projects to improve other parts of the business (i.e. minimizing time, improving cost-savings, speeding up job tasks and improving accuracy among other improvements).

Courses

Computer Science 1 (C), Computer Science 2 (C++), Data Structures (C++), Embedded Systems (C), Statistics for Scientists & Engineers, Topic: Intro. To Big Data, Computer Organization (Assembly Language), Intro. To Python (Python), Intro. To Data Science (Python)

Education

Jan. 2020 - Maryville University Online – B.S. in Data Science (ENROLLED)
Dec. 2017 - Truckee Meadows Community College – A.S. Computer Science
Feb. 2012 - Aveta Business Institute Online – Lean/DFSS Six Sigma Green Belt Cert.
June 2005 - US Army Fort Gordon, GA – Basic Electronic/Avionic Radar Repair School
(Over 1000 troubleshooting hours+) (Can provide proof upon request)

Work Experience

October 2018 - Present, JCPENNEYS Distribution Center, IT Field Technician

•   Considered the resident expert in Microsoft Excel, programming, and SharePoint after 9 months.
•   Taken on multiple projects including research projects for future enhancements/upgrades to company equipment and technology.
•   Am an I.T. administrator of multiple Solaris & Red Hat Linux servers locally and for other sites, to provide access privileges, perform server reboots and updates, update files such as hosts and provide menu options for hundreds of users in the warehouse and JCPenney's home office.
•   Also, create and manage multiple incidents, work orders, Knowledge Base Articles (KBA) and change requests in an online application; Remedy is what we use to manage I.T. service tasks.
•   Resolving issues with HP printers, label printers, mini PCs, local servers, virtual servers, IBM impact printers & IBM 4100s in a timely manner.
•   Perform reimaging of PCs, fix software issues, track inventory and improve processing functionality of internal systems to prevent lag or issues for all departments.

December 2016-2019, University of Nevada, Reno, Disability Resource Center, Alternative Media Dept., Alternative Media Technician/Software Accessibility Expert

•   Saved department over $8000 dollars in office equipment by replacing/fixing current equipment with affordable parts while providing a savings of over 99%.
•   Provided a 75% faster turn-around time for unlocking locked PDFs provided by instructors.
•   Saved the department $100s of dollars in outsourcing by utilizing my skills in graphic design software to create/edit posters and flyers for the Assistive Technology Fair.
•   Provided end-user tech support for over 10 client users while working with Campus IT to resolve network/software issues.
•   Liaison between CampusIT and Alt. Media Department for all issues technically related including network access, software/system updates and server related issues.
•   Acted as the "Go-to" person to the Assistant Director of the Disability Resource Center to assist those with less experience including FTE's.

Nov. 2011 - June 2012, TEKsystems, Inc., Project Manager, supporting Microsoft Licensing, PMO

•   Managed global projects with a cost-benefit in excess of $600k.
•   Identified bottleneck processes & KPIs to create new business processes to maintain a high-level of efficiency.
•   Assisted with designing and planning global business processes as well as formulating solutions to improve current business processes.
•   Assisted with decomposing high-level information into actionable items/activities.
•   Globally identified, analyzed and assigned KPI metrics to measure performance while ensuring data accuracy and integrity.
•   Worked with cross-functional teams to develop business processes for data gathering and performance measuring.

Sept. 2008 - June 2011, Arvato Digital Services, LLC., OEM Program Specialist (Tier 2) – supporting Microsoft Inc., Product & Launch Services (P&LS)

•   Proven ability to provide methodical solutions to complex problems in a complex environment while ensuring 100% data accuracy and risk mitigation planning.
•   Identified large amounts of data and compared results with forecasted to ensure cost of goods (COGs) matched with predicted results from not only Microsoft but other supply chains.
•   Assisted with research analyses on global processes and world wide product launches.
•   Conducted daily reporting for vendor management and VIPs at Microsoft to ensure data accuracy and decrease production errors for Original Equipment Manufacturers (OEMs).

Achievements

•   Became the technical/process expert and "right-hand" person to the Assistant Director of the Disability Resource Center (DRC) in the Alternative Media Department, at the University of Nevada-Reno in less than a year.
•   While working at the Disability Resource Center, I was able to cut spending of approximately $8k plus on inventory in a year.
•   17 months without a data entry error while managing hundreds of thousands of part numbers and hundreds of attribution for every part number, on a daily basis.
•   Became, 1 out of "Top 3" T2s, subject matter experts in less than 3 months of working with Arvato Product & Launch Services, OEM Channel.
•   Won Microsoft customers to increase overall revenue by releasing sought after software in a timely manner with 100% accuracy and excellent customer service experience.

Hobbies

Working on side-projects, Reading technology books about Data Science and Programming, Learning new programming or data science skills on StackSocial.com, Udemy.com and YouTube.com.

Personal Projects

•   **Alternative Media & Management Info. Sys.** – Goal: Create a platform for tracking multiple areas of an Alternative Media department for a Disability Resource Center.
•   **Multi-user Domain Game (MUD)** – Goal: Create a text-based game based on multiple experiences fro different video games played on multiple platforms for Online & Mobile.
•   **Countdown Timer** – Goal: Allow the user to open the html file at whatever time and it would immediately start on the correct period, subtract the time remaining for the current period and begin counting down.
•   **Excel Call-Log Form** - Goal: Create metrics from the data and automate as much of the form as possible.

https://github.com/chrismartinez2020/Personal-Work-Projects

The below resume is for keyword related inquiries/searches.

Key Skills

Programming Languages: Python (Intermediate), C++ Programming (OOP) (Intermediate), SQL & MySQL (Intermediate), Javascript (Immediate), **MS Excel Visual Basic (Intermediate)**

Frameworks: MongoDB (Beginner), Bootstrap 4 (Beginner), Django 3.x (Beginner)

Data Skills: Data Analysis, Data Management, Metric reporting, Identifying KPIs, Data Integrity, Database Management

Project Skills: Project Management, Process Flow Creation, Process Improvements, Change Management, QA Assurance/Training

Software: Adobe Creative Suite (DreamWeaver, InDesign, Photoshop, Illustrator, Acrobat Pro), Visual Studio 2019, Brackets IDE, IntelliJ IDEA 2018, VMWare, VirtualBox, WAMPServer32, XAMPP, PyCharm, CLion, Visual Studio Code

Data Science Skills: Familiar w/ Big Data, Data Analysis (Intermediate), Data Mining, SQL querying, Data Manipulation

IT Skills: Software/Hardware Upgrades, Software Center Updates, Expert Hardware/Software Troubleshooting, Network Protocols (TCP/IP, DHCP, DNS, etc.), Remote Troubleshooting, Windows Server 2008, 2012, 2016 & 2019, Windows 7, 8, 10 OS, Apple, Linux OS' (Mint, Ubuntu & Debian OS's, RedHat & Kali), Soldering

Accessibility: File Conversions, Website Accessibility Testing, Software Accessibility Testing, Converting Documents into an Accessible Format (PDF, Word, PowerPoint & Excel), ABBYY FineReader 14 Std.

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business processes.

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' Assisted with research analyses on global processes and world wide product launches.

' Conducted daily reporting for vendor management and VIPs at Microsoft to ensure data accuracy and decrease production errors for Original Equipment Manufacturers (OEMs).

Private First Class US Army (Veteran)

Fort Campbell, KY and Fort Hood, Texas

Aviation Radar Repairer   Aug. 2004 - July 2006

- Utilized troubleshooting tools such as Multimeter, Oscilloscope, Schematics, soldering tools and test sets to repair electronic components.
- Adjusted, repaired, and replaced defective components based on analysis of test results.
- Successfully repaired and tested components needed for flying in a one hour turn-around time.
- Repaired circuit boards components utilizing soldering skills and schematics for dozens of parts on a daily basis.
- Maintained a secret security clearance throughout military career.

Achievements

- Became the technical/process expert and "right-hand" person to the Assistant Director of the Disability Resource Center (DRC) in the Alternative Media Department, at the University of Nevada-Reno in less than a year.
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- Won Microsoft customers to increase overall revenue by releasing sought after software in a timely manner with 100% accuracy and excellent customer service experience.

Awards

Military Awards
- ✓ Iraqi Campaign Medal – 2006
- ✓ Global War on Terrorism Service Medal – 2005
- ✓ National Defense Service Medal – 2004
- ✓ Army Service Ribbon – 2004

School Awards/Memberships
- ✓ Phi Theta Kappa Member – 2014

Personal Projects – In Progress

✓ CRM – Creating a database management system that keeps track of student's information/schedules/disability information, textbooks being processed/class/student, student workers and their queues along with managing every student's account using an administrator account. (**Goal:** Create a platform for tracking multiple areas of an Alternative Media department for a Disability Resource Center)

✓ Multi-user Domain Game (MUD) – Creating a text-based game that allows users to have multiple characters (Dungeons and Dragons style) and combine multiple skills together for maximum strength, health and other skills based on stats of each character. Algorithm currently being worked on. (**Goal:** Create a text-based game based on multiple experiences from different video games played on multiple platforms for Online & Mobile.)

✓ Countdown Timer – Creating a countdown timer for JCPenney's Reno Supply Chain Packing department so they can see each period they are currently on and how much time is left per period. This is an 11 hour shift which includes a 30 minute lunch and two - 15 minute breaks. **Goal:** Allow the user to open the html file at whatever time and it would immediately start on the correct period, subtract the time remaining for the current period and begin counting down.

✓ Call-Log form for HR department to track call-ins from associates and create data analysis to better project staffing levels during peak time versus regular work-days throughout the week. (**Goal:** Create metrics from the data and automate as much of the form as possible.)

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References:

1. **Emily Hoffman**
    Sr. Business Manager
    Microsoft
    Redmond, WA
    425-421-7112
    Emrob8@yahoo.com

    Relationship: Colleague/Project Lead for software releases at Microsoft from 2008-2011

2. **Tina Sederholm**
    Project Manager
    Microsoft
    Redmond, Washington
    206-310-4059
    tinase@microsoft.com

    Relationship: Colleague/Project Lead at Microsoft from 2008-2010

3. **Ada Diaconu Muresan**
    Research Compliance Officer
    University of Nevada-Reno
    Research Integrity
    218 Ross Hall/MS 0331
    (775) 327-2373
    diaconum@unr.edu

    Relationship: Colleague/Manager at Disability Resource Center, Alternative Media from 2016-2018