**Johny Martins**

EEU Portuguese Citizen – 07745945216 / +442032894421  Warrington UK

[johnymar@hotmail.com](mailto:johnymar@hotmail.com)  linkedin.com/in/johny-martins-09170b120

*IT infrastructure professional focused on giving effective support, to guarantee total service satisfaction in addition to integrate a specialized teamwork achieving the empowerment and effectiveness in technology environments.*

Languages: **Spanish:** Native **English**: Advance Speaking & Writing **Portuguese**: Advance speaking

Technical Skills:

* **Service and Support:** End-user and Customer Technical Support. Remote support. Real-time receipt and solving.
* **Servers & Workstations**: VMWare. Virtual Desktop, DELL & HP Server Assembly and Configuration. Basic SQL Admin.
* **Storage & Security:** RAID, NAS, ARCServe, Firewall: VYATTA / FORTIGATE, MS ISA, Symantec Endpoint. CCTV & Biometrics
* **Networking:** UBIQUITI, Switches, TCP/IP, SMTP/POP, MTA/POA, DNS, DHCP, Wi-Fi, LAN/WAN. Active Directory, WDS
* **Operating Systems**: Windows Server 2008-12, Windows 7,Windows 8,Windows 10, Office 365, FreePBX VoIP.

Experience:

**IMT International – Technical Analyst** *Mar 2019 – Current Chester - UK*

Technical Support to our Customer portfolio on Matcher software for IVF Clinics and Labs over Windows server and Windows 10 environments. Remote and on-site support , English and Spanish language support for international customers.

**Ciptex Ltd – Support Engineer** *Jun 2018 – Jan 2019 Manchester - UK*

Specialized Company in Contact Center solution, Unified Communications, Connectivity services and Cloud Hosting in which I am part of a team of engineers with roles based on:

- 2nd & 3rd Line Support for End Customers, Re-sellers & Wholesale Partners. Working with the maintenance teams, vendors and carriers to organize and request scheduled outages. Ensuring that all activation and service restoration issues are escalated to the correct level with appropriate fix agencies where required. Keeping all service tickets up to date using FreshDesk platform. Providing 24x7 on-call support.

- Liaising with Vendors, Carriers and other departments to provide coordination for all local gateway issues and activities.

- Be part of Customer Projects to Design, Build, Deliver and Support innovative Full Stack technical solutions.

**ConnectBPO – (Call Center) Technology Engineer** *Jul 2017 – Feb 2018 Panama*

Managing IT tasks, overseeing dedicated broadband links and FORTINET operations. Real-time technical Support to Call Center agents and their workstations. Handling the Windows 2012 R2 server, definition of a new scheme of Active Directory users and computers, deployment of updates through GPO policies achieving decrease in time to enroll resources into the network. CISCO switches maintenance, web traffic monitoring of web apps as LiveVox and VOIP services. Teamwork with our client in USA, to preserve the integrity of VPN Tunnels. Applied new data backup procedures. Creation of new access control devices management policies through the attendance system as well as the optimizing of the CCTV environment. Incorporation of hardware updates and software updates through WSU Services. Verification, requests and dealing with technology suppliers. In charge of keeping hardware inventory and software license agreements updated.

**Freelance Support - Freelancer** *Jul 2015 – Jun 2017 Panama*

Local and remote consulting on Windows Servers 2003 and 2008, maintenance of Active Directory objects and check of VMWare server environments. Attention to software and hardware failures in the local network. Remote Monitoring of infrastructure operations. Remote TeamViewer support to Windows users.

**Cumberland Hotels – (Hospitality) Technology Manager** *Oct 2000 – Jul 2015 Venezuela*

I achieved the centralization of the nationwide IT infrastructure, leading a multidisciplinary team of 5 people specialized in troubleshooting and continuity of service improvements. Giving of qualified local and remote technical assistance to guarantying users and customer satisfaction. Evaluated technological solutions, developing investment plans that led to the following projects from acquisition to installation of equipment:

- Control of storage servers by updating their RAID's interacting with MS SQL Server and PostGress databases.

- Incorporation of Vmware ESXi and establishing new data security policies with backup and storage servers.

- Centralized management scheme of GroupWise mail severs interchanging messaging nationwide through internet and MPLS. - Windows servers environment: Windows Server 2003, Windows server 2008 managing, Creation, administration and maintenance of Active Directory structure, Group Policies, updates deployment through GPO’s, File system sharing, application deployment through Windows Terminal Services. DNS definition, DHCP instance configuration, backup methodology through ARCServe Brighstor over Windows Server platform.

- CCTV service and equipment improvements. Optimization of attendance systems and access control and digital magnetization by DATACARD identification printers.

Main achievements: creation of a centralized data center with fully integrated hardware and servers that distribute local services throughout the country. VPN integration project in VPLS links centralizing all services by Windows Terminal Services RDP. Incorporation of the VMWARE platform. Implementation of a comprehensive solution of free Wi-Fi access to allow roaming of our customers within the infrastructure of each location in a centralized control scheme

**Vlink Telecom – (Telecommunications) Support Engineer** *sep 1997 - oct 2000 Venezuela*

Microsoft Exchange Support and Novell Groupwise on the AT & T Easy Link Services Client Platform. Automation of local network platform, migration to SCO Unix, Novell Netware 4.x and Windows NT, TCP/IP. Administration and support in LAN. Installation and support to end users. Main Achievements: Time Optimization in AT&T EasyLink Services. High level support for corporate clients.

**Tupperware Venezuela – (Manufacturing) Novell Specialist** *Jan 1997 - sep 1997 Venezuela*

Netware and SCO Unix networks local and remote management. Control of routers and microwave transmission. Hardware and software update. Documentation on the use of the network and data security policies. Main Achievements: Hardware and software platform update. Creation of automatic transmission methods by optimizing the production processes of the company

**LOGICA** **– (Software Consulting) Support Analyst** *Apr 1996 - dec 1996 Venezuela*

Configuration of SCO Unix architectures and different terminal emulators for Windows. Connectivity between N.O.S and multiuser through TCP/IP, IPX and NETBIOS. Attention to SCO, EQUINOX & Computone customers. Main achievements: Technical service to clients. Installation and commissioning of LAN projects on previous platforms.

**Banco Unión S.A.C.A. – (Banking) Network Control Technician Nov** *1991 - Apr 1996 Venezuela*

Novell Netware (DOS and MAC). Installation and administration of DOS and MAC clients, email. Unix WAN access control. Management of terminal emulators. Technical support to end users. Main achievements: User service skills, solid knowledge in network administration. Multiplatform support. Effective management of extreme failures.

Professional Degree:

Bachelor Degree in Computer Science Jun 1993 - jul 1996 Américo Vespucio Tech University Intitute - VE

English Language program Jan 1996 -dec 1996 Centro Venezolano Americano - VE

Santa Cruz Operation Forum Oct 2002 Santa Cruz University USA – California

Training:

SCO Unix System V- Basics / Advance Administration Jun 1997 LOGICA - VE

Cisco Certified Network Associate (CCNA) – Semester I feb 2002 -jun 2002 CEDEI - VE

Introduction to Oracle Oct 2003 Oracle Venezuela -VE

RAID and Intelligent Storage Systems Dec 2008 IBM Venezuela - VE

NAS, Object-based Storage, and Unified Storage Oct 2009 Manapro - VE

Managing the Storage Infrastructure Mar 2010 IBM Venezuela - VE

Securing the Storage Infrastructure Jan 2011 IBM Venezuela -VE

Business Continuity, Backup, Replication, and Archiving Aug 2011 CTT - VE

Introduction to Virtualization, ESXi Install and Config. Jul 2013 – Mar 2015 In Company - VE

VMs, Management, and Implementation

Installing, Configuring & Administering Windows 2012 Aug – Oct 2014 Microsoft - VE

Configuring Advanced Windows Server 2012 Services Dec 2014 CTT - VE

Remote Replication and Cloud Computing Jul 2016 Ericsson - PTY