

# Justin Martinez

204-894-6205 | [justinmartinez0123@gmail.com](mailto:justinmartinez0123@gmail.com)

<https://github.com/jtmar28>

## Profile

Currently looking for a Summer Intern position as a Service desk technician. Has proven experience in customer service, inventory management, and Human Resources. Can bring a positive attitude and provide a hard-working mentality.

## Education

**Red River College:** Business Information Technology..... Sept 2020 to Current

Bits and Bytes Association Executive member.....Nov 2020 to Current

CCNA Classes

Cisco CCNA 200-201: The Complete Guide Neil Anderson & Complete Course David Bombal

**Robertson College:** Software and Database Developer..... May 2016 to June 2017

## Work Experience

**HR Effectiveness Intern Northwest Company**.....June 2017 to Sept 2017

- Managed documents from the HR department and organized them into the new HR connect portal.
- Built pages for every department in HR in the new portal and worked with manager on input of what can be provided.

**Training & Development/Instructional Designer Intern Northwest Co. ....** Feb 2017 to April 2017

- Created reports specific to what was asked and manipulated tables to generate information into excel pages.
- Entered marks into both excel sheets and the LMS (Learning management system). These marks are from the current DMIT/MIT(Department manager in training)
- Manually entered STIP goals into the LMS for every employee in the company. Over 500 employees that work in corporate.

## Additional Skills

Customer Service

- Trained on IT help desk fundamentals that covers common scenarios.

Communication

- Contributed to different projects in the HR department and had valuable input in team meetings.
- Worked in fast paced environments and had to work with co-workers in an efficient manner.

Windows 10 troubleshooting

- Remote, hardware, users, network, disks, and resource troubleshooting
- Backup and recovery
- Tools: Task scheduler, Regedit, LLTD Mapper, Performance/Credential/Reliability Monitor, Quick Assistant tool

Training

- Provided training for coworkers that needed to know advanced techniques for Microsoft tools such as Microsoft excel. Created material and worked with them to get them up to date on tools.
- Trained other employees in my department on how to use the learning management system

References available upon request.