

Justin Martinez

justinmartinez0123@gmail.com | <https://github.com/jtmar28>
Winnipeg, MB

Profile

- Current student of Business Information Technology at Red River College, complemented by a in Software and Database Developer [Certificate].
- 7+ years of combined experience working in fast-paced, customer-focused environments including office and hospitality.
- Recognized by peers as collaborative and supportive in completing projects, providing technical training, and resolving issues.
- Trained on IT help desk fundamentals that covers common scenarios such as troubleshooting, specific customer behavior profiles, and Service tasks.
- Trained employees to use advanced techniques for Microsoft tools such as Microsoft excel and SharePoint software.
- Organized documents for human resources department for easy navigation and accessibility
- Hosting meetings for managers and employees to coordinate daily procedures needed for high level analytical thinking/performance.

Education

Business Information Technology

2020 – Present

Red River College – Winnipeg, MB

Software and Database Developer

May 2016 – Jun 2017

Robertson College – Winnipeg, MB

Continuing Education

Jan 2021 - Present

A+ Certification training, IT Service Desk Fundamentals, Customer service fundamentals, Troubleshooting IT support, Jira Administration, postman training, Wireshark forensics and malware detection.

Experience

Economic Development and Jobs Business Analyst Assistant

May 2021 - Present

Government of Manitoba, Winnipeg, MB

- Built and maintained both the Intranet Portals for Economic Development and Jobs (EDJ) and Advanced Education Skills and Immigration (AESI) departments.
- Created documentation that covered the design patterns, Accessibility, Navigation, Permissions, Browser compatibility and owner maintenance.
- Collaborated with team members to create the AMT, which was designed to submit employee's timesheets, get approved and send to the timekeeper who tracks the submissions into SAP.

HR Effectiveness Intern

April 2017 - Sept 2017

Northwest Company, Winnipeg, MB

- Organized documents from the HR department and transferred them into the new HR connect portal.
- Built Q/A pages for health and safety, recruitment, compensation, training and development, and relations in the HR department for the new portal.

Training & Development/Instructional Designer Intern**Feb 2017 - April 2017**

Northwest Company, Winnipeg, MB

- Created reports specific to what was asked and manipulated tables to generate information into excel pages.
- Entered marks into both excel sheets and the Learning management system (LMS). These marks are from the current Department manager in training program (DMIT/MIT).
- Manually entered Short term incentive program (STIP) goals into the Learning Management System for 500+ employees in the company.

Extracurricular Activities

Vice President/ Executive member**Nov 2020 - Present**

Bits and Bytes Association

- Created a runbook on time management for proper student life preparation.
- Help facilitate events that had IT industry professionals mentor current students.
- Collaborated with members to the build BBA website (<http://bitsandbytesassociation.ca/>).

References available upon request.