

Justin Martinez

Jmartinez36@academic.rrc.ca | <https://github.com/jtmar28> | <https://jtmar.tech/>
<https://www.linkedin.com/in/justin-t-martinez/>
Winnipeg, MB

Profile

- Current student of Business Information Technology at Red River College Polytechnic, complemented with a 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.
- Hosted meetings for managers and employees to coordinate daily procedures needed for high level analytical thinking/performance.

Education

Business Information Technology

Red River College Polytechnic – Winnipeg, MB
Information Systems, Network Computing, Object
Oriented System Analysis, Database Management
Systems

Two Year College Diploma, Graduating 2023

Software and Database Developer

Robertson College – Winnipeg, MB
Relational Databases and SQL, Business
Communications, Web Development Basics, Version
Control

One Year College Diploma, May 2016 – Jun 2017

Continuing Education

- | | |
|--|--|
| <input type="checkbox"/> A+ Certification training | <input type="checkbox"/> IT Service Desk Fundamentals |
| <input type="checkbox"/> Customer Service Fundamentals | <input type="checkbox"/> Troubleshooting IT Support |
| <input type="checkbox"/> Microsoft Power Platform Foundations | <input type="checkbox"/> Postman Training |
| <input type="checkbox"/> Wireshark Forensics and Malware Detection | <input type="checkbox"/> Business Analysis Foundations |

Projects

Networking 1

Local Area Network Architecture Design & Network forensics

- Used Wireshark to evaluate protocols used in networks
- Built out simple local area networks using packet tracer
- Emulated labs using personal equipment (Layer 2/Layer 3 switches, routers, Wireless LAN Controller/Access Points)

Programming 2

Documentation and Testing

- Created a document library using DocFx to convert xml comments into html documentation
- Used selenium web driver to automate unit testing task in C#

❑ Jira Administration

❑ IT Help Desk for Beginners

❑ SharePoint Online Essential Training

Bits and Bytes Association

Website – <http://bitsandbytesassociation.ca/>

- Collaborated with team members to build current website
- Navigate through legacy code
- Provided mobile friendly functionality using legacy bootstrap framework

Experience

Economic Development & Jobs / Advanced Education Skills & Immigration | Finance & Corporate Services - 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.
- Complied software analysis reports for business application integrations
- Created documentation that covered the design patterns, Accessibility, Navigation, Permissions, Browser compatibility and owner maintenance.
- Collaborated with team members to create the Attendance Management Tool (AMT), which was designed to submit employee's timesheets, get approved and send to the timekeeper who tracks the submissions into our System Application Product (SAP).

Training & Development, Instructional Designer & HR Effectiveness Internship

Feb 2017 - Sept 2017

Northwest Company, Winnipeg, MB

- Organized documents from the human resource department and transferred them into the new HR Connect Portal.
- Built question and answer pages for health and safety, recruitment, compensation, training and development, and relations human resource branches.
- Created reports specific to what was asked and manipulated tables to generate information into excel pages.
- Entered marks into both Microsoft 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 (LMS) for 500+ employees in the company.

Extracurricular Activities

President / Executive member

Nov 2020 - Present

Bits and Bytes Association

- Created newspaper articles that discuss Imposter Syndrome, Accessibility and Encouraging Women in Information Technology.
- Created a runbook on time management for proper student life preparation.
- Helped facilitate IT events for local professionals in the industry. Provided mentorship for current Applied Computer Education (ACE) department students.

Orientation Presenter and Advisor

Jan 2021 – Sept 2021

Red River College Polytechnic

- Welcomed new students into the Business Information Technology Program of 2021 winter/fall term.
- Provided valuable feedback, advice, resources, and experiences on the program.