

Justin Martinez

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<https://github.com/jtmar28>

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.

Technical Summary

Networking	Familiarity of L4 protocols TCP/UDP/IP, L3 IPv4/IPv6 and common protocols DNS, DHCP, FTP, HTTP and ARP
Troubleshooting	Quick Assist tool, Reliability Monitor, Credential Manager, Performance monitor, LLTD Mapper
Cisco Equipment	Cisco L2/L3 switches, RV042 Router, WLC 2500 series, Access Points, 5500 ASA

Education

Business Information Technology Red River College – Winnipeg, MB	2020 – Present
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Software and Database Developer Robertson College – Winnipeg, MB	May 2016 – Jun 2017
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Continuing Education	Jan 2021 - Present
IT Service Desk Fundamentals, Customer service fundamentals, Troubleshooting IT support, Jira Administration, postman training, Wireshark forensics and malware detection.	

Experience

HR Effectiveness Intern Northwest Company, Winnipeg, MB	April 2017 - Sept 2017
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- 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 Northwest Company, Winnipeg, MB	Feb 2017 - April 2017
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- 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.