Justin Martinez

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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.