Antonio Luis A. Martinez

November 25, 1998 | Estes Park, CO, 80511 | +1 (346) 637 0324
luismgamedev@gmail.com | github.com/lowesitoo | linkedin.com/in/basedshrewd/

A promising and hardworking **IT Technical Specialist** seeking an entry to mid-level position. Skilled in **<u>troubleshooting</u>** and performing **<u>basic</u> <u>software</u>** and **<u>hardware</u> <u>maintenance</u>** on various systems. Proficient in using ticketing systems like **<u>JIRA</u>** for efficient issue resolution. Hands-on expertise in setting up, diagnosing and fixing **<u>telephone lines</u>**, both in the office and field, using the **<u>Avaya PBX</u>** and **<u>Poly</u>** system. Knowledgeable in **<u>networking</u>**, including **<u>Wireless Access Point</u>** replacement, **<u>software configuration</u>**, and **<u>wireless equipment installation</u>**. Capable of handling **<u>basic networking</u>** tasks like **<u>crimping</u>** and **<u>resolving network issues</u>**. Committed to providing effective technical solutions to enhance operational efficiency.

EXPERIENCE

IT Help Desk Technician   April 2024 – Present
YMCA of the Rockies, Estes Park, CO

- **Provides IT Help Desk support**: Troubleshoots user issues via phone, email, or in-person, utilizing **Jira, BMS Kaseya** and **NinjaOne** to track requests and solutions.
- **Maintains user workstations:** Supports desktops with operating systems including **Windows 10, Windows 11, and macOS**, and application software such as **Microsoft Office 365, Adobe Acrobat, HotelKey, Microsoft Teams, and Paycom.**
- **Performs hardware repairs:** Repairs and troubleshoots minor and major computer equipment malfunctions, arranging for advanced repairs as needed.
- **Manages computer security:** Maintains **security practices** and monitors **Watchguard** security software to identify and remove malware infections.
- **Documents IT procedures:** Maintains clear and accurate records of actions taken and solutions implemented within **BMS Kaseya.**
- **Assists with IT asset management:** Tracks and maintains inventory of IT equipment using a CMDB system.
- **Supports phone systems:** Troubleshoots, configures and assists with maintaining phone systems using **Poly Edge E350 IP Phones and Poly Edge E220 IP Phones.**
- **Troubleshoots network issues:** Provides assistance with maintaining and troubleshooting computer and Wi-Fi/Wired network connectivity.
- **Installation for Network Connectivity:** Installation/diagnosing of **Cambium Point to Point Subscriber Module and Fiber Network** on cabins, **Ubiquiti APs, PoE Injectors** and **network cables**
- Exposure to formal **CompTIA A+** certification training

Music and Audiovisual Data Editor   July 2023 – Present
BMAT Music Innovators, Barcelona, Spain

- Efficiently **organize and maintain databases** of music and audiovisual content
- Ensures **data accuracy** and completeness through regular quality checks
- Foster **effective communication** channels to address data-related issues promptly
- Conduct **in-depth research** to gather additional information about artists, albums, movies, or titles.
- Proactively **identify and resolve data-related issues** for seamless operations
- Provides **cross-checking and QA** to ensure accuracy on ingested titles

Mid-Level Customer Success Executive   May 2023 – March 2024
SmarTech Solutions Philippines Inc., Mandaluyong City, Philippines (11 months)

- **Provides consistent, prompt, and high-equality-level support** to the clients throughout the onboarding process
- **Proactively engage with key decision-makers** to identify client's needs, and requirements and uncover roadblocks to ensure on-time commitments
- **Train new clients** on how to use the Media meter platform in a way that is tailored to their specific use case and implementation
- Creating and maintaining **JIRA** tickets
- **Take customer feedback and liaise** with internal teams for product improvement
- **Conduct daily scrum meetings** to ensure continuous maintenance and platform updates are effectively communicated and implemented.
- **Execute daily customer support operations** including responding to questions and following up on reported issues

Provider Data Management Specialist I   Dec 2020 – Feb 2023
Carelon Global Solutions, Iloilo City, Philippines (2 years 3 months)

- **Analysis, validation, and migration** of sensitive personal health information from the intake platform to the system.
- **Maintenance** HMO contracted provider/physician personal information
- Responsible for **automating internal** and **external reports**, **creating executive-level dashboards**, and presenting information to help hospital executives and others understand the operational impact of the data
- Linking provider networks to its current practice address
- **Attention to detail** to prevent errors in data migration
- **Comprehension** of **business rules**, **organization levels**, and the environment of the BPO Industry
- Proven and **can perform** under any level of pressure
- Mastery of **interpersonal communication** and deep understanding of peers/associates

IT Tech Support Intern   Oct 2019 - Mar 2020
Callbox Inc., Iloilo City, Philippines (6 months)

- Performs daily check-ups, analysis of the status of hardware peripherals and units, and **troubleshoots** if it has defects or abnormalities
- Oversee data and voice connections and operation, **diagnosing** and **configuration** of networks like **IP Address** and **DNS**
- Performs **basic networking skills** like **crimping** and **mapping** to ensure the effectiveness of LAN cables
- **Monitors** the performance of the **system** and identifies the down servers
- Setting up equipment for employee use, performing or ensuring proper **installation** of **cables**, **operating systems**, or **appropriate software**, and performing **minor and major repairs to hardware**, **software**, or peripheral equipment, following design or installation specifications.
- Knowledgeable in organization structure and its tasks and responsibilities

CERTIFICATES

CompTIA Network+   Oct 2024 - Oct 2027
Verification Code: 8C18WJ4YY1Q1QTWJ

- **Networking Concepts:** Proficient in the fundamentals of networking, including understanding protocols (TCP/IP, DNS, DHCP), OSI and TCP/IP models, and network topology and design.
- **Infrastructure:** Knowledgeable in configuring and managing network devices such as routers, switches, and wireless access points, as well as cabling, connectors, and Ethernet standards.
- **Network Operations:** Capable of monitoring and optimizing network performance, implementing best practices for business continuity, and using network management and diagnostic tools.
- **Network Security:** Skilled in identifying and mitigating security risks, implementing secure protocols, and applying best practices for network security to protect data integrity.
- **Troubleshooting and Tools:** Experienced in troubleshooting network connectivity, device, and configuration issues, utilizing diagnostic tools to resolve network problems.
- **Cloud and Virtualization:** Understanding of cloud services, virtualization concepts, and network storage solutions relevant to modern networking environments.

CompTIA IT Operations Specialist (CIOS)   Oct 2024 - Oct 2027
Credly Link: https://www.credly.com/go/83xfDPnBQj2QkwNILlfG5A

- **Hardware and Networking:** Knowledgeable in the setup, configuration, and troubleshooting of PC hardware, mobile devices, and network components. Proficient in basic networking concepts, including protocols, IP addressing, and network troubleshooting.
- **Operating Systems and Software Support:** Experienced with installation, configuration, and maintenance of various operating systems, including Windows, macOS, Linux, and mobile OS environments. Skilled in resolving software and application issues.
- **IT Security Fundamentals:** Familiar with basic security protocols, recognizing and addressing vulnerabilities, and implementing security best practices across hardware and software.
- **Technical Troubleshooting:** Able to diagnose and resolve issues related to hardware, software, and network devices, ensuring system functionality and performance.
- **Operational Procedures and Best Practices:** Understanding of IT operational standards, including documentation, safety protocols, environmental considerations, and effective communication strategies within an IT setting.

CompTIA A+   July 2024 - Oct 2027
Verification Code: T5T678HZP1QE1B5G

- **Hardware**: Installation, configuration, and troubleshooting of PCs, mobile devices, and other hardware components.
- **Networking**: Understanding of basic networking concepts, including protocols, networking devices, and tools.
- **Operating Systems**: Installation, configuration, and maintenance of Windows, macOS, Linux, and mobile OS environments.
- **Security**: Identification and mitigation of security vulnerabilities and threats, implementation of best practices.
- **Software Troubleshooting**: Diagnosing and resolving software, application, and operating system issues.
- **Operational Procedures**: Best practices in IT operational procedures, including safety, environmental impacts, and communication skills.

EDUCATION

Full Stack Development Bootcamp   Jul 2022 - Jan 2023
StackTrek Inc, Iloilo City, Philippines

- Writes a fully functional website application that performs **CRUD** endpoints on **PERN** stack
- Solving coding problems testing fundamental skills in **Python**, **JavaScript**, **Nodejs**, **Express**, and **PostgreSQL**
- Trained **debugging** and analytical skills for future encounters in the industry
- Deep comprehension of collaborative platforms such as **Github**, **Git** as productive means, and website deployment platforms such as **Heroku** and **Vercel**.
- Branching out to other CSS frameworks such as **Bootstrap** and **Tailwind CSS**
- Developed personal portfolio/website to master Front end skills using **HTML5**, **CSS3**, and Vanilla **JavaScript**

Bachelor of Science (B.S.) - Information Technology   Jun 2016 - May 2020
University of San Agustin, Iloilo City, Philippines

- **Mobile app development** using **Android Studio** and **Java**
- **Basic networking skills** such as **Crimping**, **Troubleshooting**, **PTP File Transfer/Sharing**
- **Building computer desktop** from scratch with **hardware** and **software troubleshooting**
- Familiarization with computer parts, specifications, and the current trends and concepts in the market
- Developed educational mobile game using **Unity Engin**e and **C#** as a programming language
- Knowledge in animating tools such as **Adobe Animate**, and graphic design tools like **Adobe Photoshop**
- Understanding **Front End Developmen**t using, **HTML**, **CSS**, and **JavaScript**, collaborative design tools such as **Figma**, and **Adobe Dreamweaver** as a productive tool