

Antonio Luis A. Martinez

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A promising and hardworking **IT Technical Specialist** seeking an entry to mid-level position. Skilled in **troubleshooting** and performing **basic software** and **hardware maintenance** on various systems. Proficient in using ticketing systems like **JIRA** for efficient issue resolution. Hands-on expertise in setting up, diagnosing and fixing **telephone lines**, both in the office and field, using the **Avaya PBX** and **Poly** system. Knowledgeable in **networking**, including **Wireless Access Point** replacement, **software configuration**, and **wireless equipment installation**. Capable of handling **basic networking** tasks like **crimping** and **resolving network issues**. 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 – Dec 2024

BMAT Music Innovators, Barcelona, Spain (1 year 6 months)

- 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

Microsoft Certified: Microsoft 365 Fundamentals (MS-900)

Dec 2024 - Present

Credential ID: F2805A8E221D0512

- **Cloud Concepts:** Proficient in understanding cloud computing principles, including cloud deployment models (public, private, hybrid) and the benefits of adopting cloud services like scalability, reliability, and cost-efficiency.
- **Microsoft 365 Apps and Services:** Knowledgeable in the core Microsoft 365 suite, including Office 365 apps (Word, Excel, PowerPoint), Microsoft Teams, SharePoint, OneDrive, and Exchange Online.
- **Security, Compliance, Privacy, and Trust:** Familiar with Microsoft 365's security framework, compliance solutions, and privacy measures, including features like Multi-Factor Authentication (MFA), data protection, and information governance.
- **Pricing, Licensing, and Support:** Understanding of Microsoft 365 pricing models, licensing tiers (e.g., Business, Enterprise), and support options to align services with organizational needs effectively.

Microsoft Certified: Azure Fundamentals (AZ-900)

Dec 2024 - Present

Credential ID: D0F335CB870DA012

- **Cloud Concepts:** Proficient in the basics of cloud computing, including understanding IaaS, PaaS, and SaaS models, as well as scalability, elasticity, and high availability principles.
- **Azure Core Services:** Knowledgeable in key Azure services such as Virtual Machines, App Services, Azure Functions, and Storage solutions (Blob, Table, Queue, File).
- **Networking and Security:** Understanding of Azure Virtual Networks (VNETs), Network Security Groups (NSGs), Azure Firewall, and Azure Active Directory for Identity and Access Management (IAM).
- **Cost Management and SLAs:** Skilled in utilizing the Azure Pricing Calculator, managing cloud costs, and understanding Service Level Agreements (SLAs) for Azure services.
- **Monitoring and Compliance:** Familiar with Azure Monitor, Azure Security Center, and Azure compliance offerings (e.g., GDPR, HIPAA) for governance and security.
- **Management Tools:** Experienced in navigating the Azure Portal, leveraging Azure CLI and PowerShell for management, and utilizing the Azure Resource Manager (ARM) for resource configuration.

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/83xfDPnBQj2QkwNILIfG5A>

- **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 Engine** and **C#** as a programming language
- Knowledge in animating tools such as **Adobe Animate**, and graphic design tools like **Adobe Photoshop**
- Understanding **Front End Development** using, **HTML**, **CSS**, and **JavaScript**, collaborative design tools such as **Figma**, and **Adobe Dreamweaver** as a productive tool