



# GUILLERMO MARTINEZ

## CONTACT



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Domingo Iros 457, Córdoba,  
Córdoba, Argentina.



[martinezlevin](#)



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[portfolio-guillermo-  
martinez.netlify.app](#)

## LANGUAGES

Spanish **Native**

English **A2**

## SKILLS

- Problem resolution.
- Teamwork.
- I work under pressure.
- Leadership.
- Fast learning.
- Adaptability.
- Analytical thinking.
- Orientation to results.
- Organization and time management.

## PROFESSIONAL EXPERIENCE

2022 - 2023  
Córdoba, Córdoba,  
Argentina.

### Apex América

#### Telecom Business Services Technical Support

Tasks performed: Answer and resolve queries: provide assistance to business customers in relation to Telecom services, such as internet, telephony, cloud services and business communications. Answer questions, resolve technical problems, and provide guidance on using the services.

Diagnosis and troubleshooting: Conduct an analysis of problems reported by customers, identify possible causes and work to find effective solutions. Conduct connectivity tests, verify equipment and system configuration, and apply appropriate technical solutions.

Incident management: Record and manage incidents reported by business customers. Document details of issues, track actions taken, and keep customers informed of the progress of resolving the issue.

Configuration and maintenance: Help clients configure and maintain Telecom services according to their business needs. Assist in network configuration, equipment installation and software updates.

Training and orientation: Provide basic training on the use of Telecom services to business customers. Explain the functionality available, offer tips to improve performance, and provide guidance on best practices in using the services.

Coordination with other departments: In case of more complex problems or that require the intervention of other departments, we coordinate with higher-level teams, such as engineering or development, to find more specialized solutions.

Tracking and Feedback: Track resolved issues to ensure issues have been resolved satisfactorily.

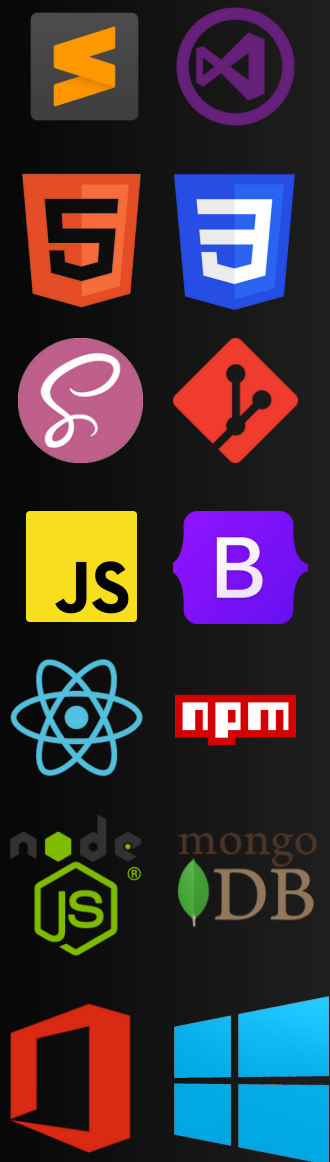
#### References:

Supervisor: Romina Andrea Báez: +54 9 351 764-1843

Supervisor: Facundo Eduardo Amieva: +54 9 351 702-3644

JCC from account: Gustavo Moreno: +54 9 351 764-1912

## SOFTWARE and LANGUAGES



## PROFESSIONAL EXPERIENCE

2019 - 2022  
San Miguel de  
Tucumán, Tucumán.

### Claro Argentina Commercial Advisor

Tasks performed: Hot and cold sales of intangibles, after-sales support for clients, generated from own client portfolio in the field.

Reference: Jano Ruiz +54 381 620-1833

2019 - 2020  
San Miguel de  
Tucumán, Tucumán.

### LDS Church Secretary

Tasks performed: Management and reception, uploading information, preparing reports, financial administration, among other secretarial tasks.

Reference: Joaquín Villoldo +54 381 606-8224

2016 - 2019  
Mexico City,  
Mexico.

### LDS Church District Leader

Tasks performed: Creation of work teams, logistics and deployment of assigned areas, development of goals and objectives, guiding the assigned team members of the team to fulfill them, training the teams, selection of personnel of different nationalities, carrying out reports to superiors.

Reference: Gregorio Casillas Bueno +52 686 305-1417

2017 - 2018  
Buenos Aires,  
Argentina.

### American Way Corporation

#### Digital marketing and business coaching

Tasks performed: Marketing of company products, providing training, after-sales customer service and recruiting new personnel.

Reference: Julian Coutada +54 11 4445-9659

2014 - 2016  
Buenos Aires,  
Argentina.

### CPN (Center Processing Names)

#### LDS Authorized Consultant

Tasks performed: Customer service, software advice, technical support in PC repair (hardware), control thorough entry and exit of the facilities.

Reference: Virginia Varrenti +54 11 6746-7036

## ACADEMIC RECORD

2010 - 2015  
Buenos Aires, Argentina.

### Secundaria E.S.B. N.º 85 Latinoamérica Bachelor in Business Administration and Economics.

2014 - 2016  
Buenos Aires, Argentina.

### Escuela de Arte BA Professional Airbrusher

2016 - 2019  
Mexico City, Mexico.

### The Church Of Jesus Christ Of Latter-Day Saints Proselytizing Missionary

2022 - 2023  
Córdoba, Argentina.

### CODERHOUSE | Coderhouse S.R.L. Full Stack Developer

**CODERHOUSE**



Certificate

# Web development

**Guillermo Martinez**

DNI:41534357

Has successfully completed this course at Coderhouse. The duration was 42.75 hours taught over 10 weeks, fulfilling all academic requirements.

August 20, 2022



**Raúl Oyarzún**

Director de la Carrera de Desarrollo  
CTO y Co-founder en Geopagos



**Christian Patiño**

CEO

Certified by



**CODERHOUSE**

Certificate

# JavaScript

**Guillermo Martinez**

DNI:41534357

Has successfully completed this course at Coderhouse. The duration was 40.5 hours taught over 8 weeks, fulfilling all academic requirements.

November 05, 2022



**Raúl Oyarzún**

Director de la Carrera de Desarrollo  
CTO y Co-founder en Geopagos



**Christian Patiño**

CEO

Certified by



**CODERHOUSE**



Certificate

## React Js

**Guillermo Martinez**

DNI:41534357

Has successfully completed this course at Coderhouse. The duration was 31.5 hours taught over 8 weeks, fulfilling all academic requirements.

January 07, 2023



**Raúl Oyarzún**

Director de la Carrera de Desarrollo  
CTO y Co-founder en Geopagos



**Christian Patiño**

CEO

Certified by



**CODERHOUSE**



Certificate

## React Frontend Development Career

**Guillermo Martinez**

DNI:41534357

Has completed and successfully completed his career at Coderhouse. The duration was 27 weeks, fulfilling all the academic requirements.

January 07, 2023



**Raúl Oyarzún**

Director de la Carrera de Desarrollo  
CTO y Co-founder en Geopagos



**Christian Patiño**

CEO



**CODERHOUSE**



Certificate

## Backend Programming

**Guillermo Martinez**

DNI:41534357

Has successfully completed this course at Coderhouse. The duration was 108 hours taught over 24 weeks, fulfilling all academic requirements.

July 01, 2023



**Raúl Oyarzún**

Director de la Carrera de Desarrollo  
CTO y Co-founder en Geopagos



**Christian Patiño**

CEO

Certified by



**CODERHOUSE**



Certificate

## Full Stack Development Career

**Guillermo Martinez**

DNI:41534357

Has completed and successfully completed his career at Coderhouse. The duration was 52 weeks, fulfilling all the academic requirements.

July 01, 2023



**Raúl Oyarzún**

Director de la Carrera de Desarrollo  
CTO y Co-founder en Geopagos



**Christian Patiño**

CEO