






# GUILLERMO MARTINEZ

## CONTACT

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## LANGUAGES

English A2

## SKILLS

- Problem solving.
- Teamwork.
- Working under pressure.
- Leadership.
- Rapid learning.
- Adaptability.
- Analytical thinking.
- Results-orientation.
- Organization and time management.

## PROFESSIONAL EXPERIENCE

2024 - Present  
Córdoba, Córdoba,  
Argentina.

### Konecta Argentina

#### Technical support through digital channels for Personal

I provide comprehensive support to residential customers, answering queries, resolving technical issues, and offering expert guidance on optimal use of contracted services. My proactive, customer-centric approach has ensured a positive experience and maximization of the value of the services offered.

I perform detailed analysis of problems reported by customers, identifying underlying causes and working to find effective solutions. This includes carrying out connectivity tests, verifying equipment and system configuration, and applying appropriate technical solutions to ensure customer satisfaction.

#### References:

Supervisor: Camila Carranza: +54 9 351 807-0204

Supervisor: Gustavo Astudillo: +54 9 351 773-5562

2022 - 2023  
Córdoba, Córdoba,  
Argentina.

### Apex América

#### Telecom Enterprise Services Technical Support

Support and resolution of queries: Assistance to business clients in Telecom services (internet, telephony, cloud). Resolution of technical problems and guidance in the use of services.

Diagnosis and problem solving: Analysis and solution of reported problems. Connectivity tests and equipment configuration.

Incident management: Registration, administration and monitoring of incidents. Continuous communication with clients.

Configuration and maintenance: Assistance in network configuration, equipment installation and software update.

Training and orientation: Training in the use of Telecom services, explanation of functionalities and best practices.

Coordination with other departments: Collaboration with engineering and development to solve complex problems.

Follow-up and feedback: Ensure the satisfactory resolution of incidents.

#### References:

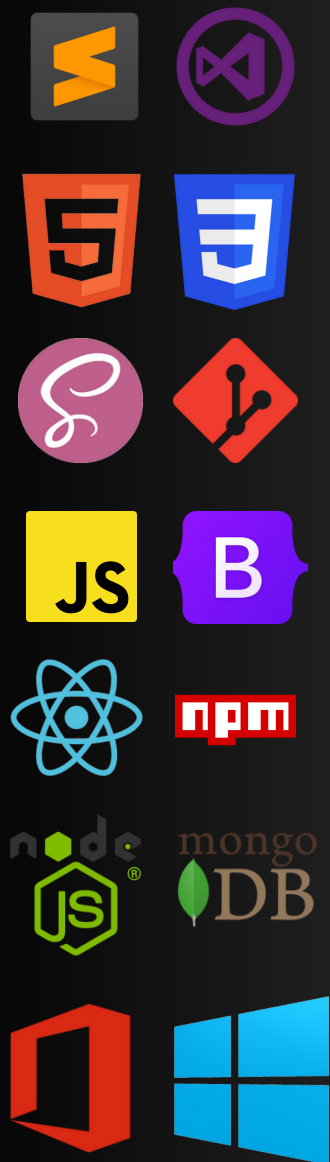
Supervisor: Romina Andrea Báez: +54 9 351 764-1843

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

Account Manager: Gustavo Moreno: +54 9 351 764-1912

## SOFTWARE & LANGUAGES

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## PROFESSIONAL EXPERIENCE

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2019 - 2020  
San Miguel de  
Tucumán, Tucumán,  
Argentina.

### LDS Church Secretary

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

Creation of work teams, logistics and deployment of assigned areas, development of goals and objectives, guiding assigned team members to achieve them, training teams, selection of personnel of different nationalities, making reports to superiors.

Reference: Gregorio Casillas Bueno +52 686 305-1417

2014 - 2016  
Buenos Aires,  
Argentina.

### Family Search

#### Authorized LDS Consultant

Customer service, software advice, technical support for PC repair (hardware), careful control of entry and exit of the facilities.

Reference: Virginia Varrenti +54 11 6746-7036

## ACADEMIC RECORD

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2022 - 2023  
Córdoba, Argentina.

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

2010 - 2015  
Buenos Aires,  
Argentina.

### High school E.S.B. N.º 85 Latinoamérica

Bachelor's degree in Business Administration and Economics.