

# Martin Arroyo

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## EXPERIENCE

### **IATSE National Benefit Funds, New York, NY — *Software Quality Assurance Specialist***

MARCH 2017 - JANUARY 2019

My primary function in this role was to test and deploy fixes for the company's internal software solution. I created, managed and ran test cases for all parts of the software program, including finance management, data entry, billing, claims and retirement services. Having knowledge of each department, I had to ensure that not only were technical specifications met, but that the software fixes delivered continued to be in compliance with company policy. Additionally, I was responsible for writing SQL queries against our data as required.

### **IATSE National Benefit Funds, New York, NY — *Digital Content Coordinator***

NOVEMBER 2016 - MARCH 2017

In this role I was responsible primarily for working with PlanetPress. We used PlanetPress to manage and automate our bulk printing needs, as well as daily/weekly reports. Much of my work included maintenance on PlanetPress workflows for automating these processes, as well as creating new ones when required. A good deal also involved proof-reading and preparing documents so that they can dynamically print the correct information for our bulk-mailers. This involved some SQL coding, as well as Python and PlanetPress' proprietary language, PlanetPress Talk.

In addition to the above, I was responsible for maintaining the content on the company website. Maintenance would include writing/drafting new content for our web banners, editing PDF forms and files that are on the site and reporting any errors/bugs with the site as required.

### **IATSE National Benefit Funds, New York, NY — *Signatory Validator***

AUGUST 2014 - OCTOBER 2016

As a Signatory Validator, I was responsible for:

- Ensuring that remittance reports submitted to our organization contained all necessary information for processing,
- Ensuring the accuracy of information submitted on remittance reports and flagging items that were not in compliance

## SKILLS

Java, SQL, Python, HTML, CSS

Microsoft Office Suite (Excel, PowerPoint, Word, Outlook)

Content Creation

Website Management (CMS)

Project Management

Adobe Photoshop, Lightroom

Data Entry, Analysis and Reporting

Experience and ability to deliver information on services to small (4-10 people) and large groups (100+)

Desktop support/IT

## AWARDS

Certificate of Appreciation presented by the Vice President of Student Affairs in 2011 for contribution to Student Leadership Retreat

## ACCOMPLISHMENTS

- Helped increase attendance at MoneyWorks seminars by 47% from the 2011-12 academic year to the 2012-13 academic year
- Instrumental in designing and implementing current online scholarship

- Entering data into our software system for processing and allocating of funds
- Entering data from the remittance reports into our system
- Ensuring fund allocations are accurate prior remitting

**Borough of Manhattan Community College, New York, NY**  
**— CUNY Office Assistant**

JULY 2009 - JULY 2014

Reporting to the Vice President for Student Affairs, my duties included, but were not limited to:

- Preparing, editing and proof-reading correspondence and reports for high-level executives
- Overseeing day-to-day operations of campus programs, including the Emergency Fund, Summer Student Activities, Scholarship, and MoneyWorks program through the Office of Student Affairs
- Creating promotional and informational material for programs which I am responsible using social media and other communication mediums
- Assisting in interviewing/screening process for programs
- Coordinating with other offices and external partners to facilitate campus programs and initiatives
- Planning and organizing on and off-campus events
- Designing and implementing assessments to gauge student satisfaction, learning, and progress through our programs
- Creating reports to account for and summarize program data
- Assisting with the implementation, launching, and ongoing maintenance for BMCC's online scholarship application
- Regularly updating and creating new content for BMCC's scholarship web page ([www.bmcc.cuny.edu/scholarships](http://www.bmcc.cuny.edu/scholarships))
- Maintaining database of student and scholarship information • Consulting with Public Affairs Division to help create digital media for programs run by the Division of Student Affairs, as needed
- Interacting with students one-on-one to help meet their needs, provide assistance within the latitude of my position, and refer them to other campus services as needed

**application process for college**

• Worked with Office for Grants and Development to help secure a grant for \$15,000 for MoneyWorks program in 2013

• Received over 90% satisfactory rating for implementation of Summer Events programming in 2010, 2011 and 2012

**Western Governors University, Online — *Bachelor of Science, Software Development***

MARCH 2017 - JANUARY 2020 (expected)

I am studying software engineering, with a focus on web development.

**College of Staten Island CUNY, Staten Island, NY — *Associate of Arts, Liberal Arts***

JANUARY 2007 - JUNE 2010

**VOLUNTEER WORK**

**New York Cares, New York, NY**

- Taught senior citizens to use computers and basic computer programs
- Tutored adults with learning disabilities in reading and writing
- Assisted with college planning for high school seniors