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Maria Martinez

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Passionate about continuous learning and creating innovative solutions with hands-on IT support experience and multiple certifications. Skilled in programming, networking, and problem-solving.

Work Experience

Desktop Support Technician   **University of Miami**
Dec 2023–Present

- Helped deploy new network infrastructure on campus, adding and registering devices.
- Developed a secure intranet site for team members, centralizing job-related resources.
- Provided comprehensive technical support across Windows, Linux, and Mac platforms.
- Resolved technical issues through various support channels using Bomgar Client.
- Handled incident reporting and tracking using ServiceNow ITSM.
- Managed and maintained network infrastructure, including switches and routers.

Geek Squad Agent

Best Buy   **May 2023–Oct 2023**

- Recognized as a top performer for promoting the membership program.
- Offered technical support for electronics, handling troubleshooting, data backups, OS installs, screen repairs, data transfers, and PC building.
- Managed service tickets to quickly resolve customer issues.

Education & Certifications

- **B.S. Cloud Computing,** Western Governors University.

    o   Relevant Coursework: Introduction to IT, Intro to Computing, Java Programming, Scripting and Programming

- **Full Stack Web Development Bootcamp**, University of Miami

                                September 2023–March 2024

Certifications

- **Networking Basics**, Cisco   June 2024
- **Learn the Command Line**, Codecademy   May 2024

Technologies, Languages and Skills

- Languages: JavaScript, Python, React, HTML, CSS, Node.js, Express.js, MySQL.
- Technologies: Bash, PowerShell, Git, NPM, MERN, Microsoft Azure, ServiceNow, CrowdStrike, Tanium
- Skills: Data structures and algorithms, troubleshooting, object-oriented programming, problem solving, scripting, technical support, quick learning, end-user communication, networking.