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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.
- Assisted staff with the installation, configuration, and ongoing usability of desktop computers, peripheral equipment, and software, preparing, installing, testing, and certifying desktop configurations including necessary software drivers.
- Monitored, administered, tracked, and verified completion of tickets 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.
    - Relevant Coursework: Introduction to IT, Java Programming, Scripting and Programming

Certifications

- **Networking Basics**, Cisco   **June 2024**
- **Learn the Command Line**, Codecademy   **May 2024**
- **Full Stack Web Development Bootcamp**, University of Miami   **September 2023–March 2024**
    - Gained hands-on experience in HTML, CSS, JavaScript, React.js, Node.js, and SQL by building and deploying multiple responsive websites. Collaborated on several projects, contributing over 10,000 lines of code, participating in weekly standup meetings, and publishing our work online.

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.