

Moises Martinez



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Experience

Iridium Satellite – Jr. Application Support Specialist

February 2016 – Present

- Support the Billing, Provisioning, and Data Warehouse systems by researching/maintaining servers and databases.
- Troubleshoot/Investigate incoming tickets related to system and web related issues.
- Investigate complex issues and work with development team to identify bugs.
- Participate on schedule Data Warehouse deployments of bug fixes/enhancements.

Wells Fargo - Technical Support Specialist

February 2015 – April 2015

- Provided technical support to external and internal partners. Specifically, performed user account maintenance, tracked user incoming data to guarantee transmission success, solved daily browser, EFT, and security issues.
- Reported and escalated major issues to higher-level tiers within the group.

Wells Fargo - ATM Operations Processor

2009 – February 2015

- Review and monitor randomly audited ATM deposits to minimize bank loss and protect customer integrity.
- Under a fast-paced team environment, address customer inquiries in a timely manner. Follow up with customer depending on severity of case.
- Work with upper management to ensure final decisions abide to procedures. Work ATM jams and Regulation E claims.

U.S Census Bureau – IT Specialist

2008 – 2009

- Answered inquiries, assisted field workers solve technical issues related to handheld devices. Gathered and documented information to track ongoing problems.
- Troubleshooting, diagnosing and resolving issues with PC and laptop configurations, network connectivity, printers and peripherals.

Education

- BAS Information Technology - Arizona State University
- AAS Computer Information Systems Technologies – Scottsdale Community College
- AAS Web Development – Scottsdale Community College

Skills	<ul style="list-style-type: none">• Service and support• Excellent verbal and written communication skills• Bilingual English/Spanish• ETL/Informatica• Supervisory / Management Skills• Testing & Troubleshooting	<ul style="list-style-type: none">• Linux/Unix System Administration• Front/Back End development• Languages/Frameworks:<ul style="list-style-type: none">○ HTML, Javascript, CSS, Bootstrap, AngularJS, Ionic, and PHP○ Java, C, C++, Python, Perl○ SQL, PL/SQL, MongoDB, Firebase
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