

# Maria “Max” Martinez

## Work Experience

Desktop Support Technician	University of Miami	Dec 2023 – Present
<ul style="list-style-type: none"><li>Developed a secure intranet site for team members, centralizing job-related resources minimizing resource search time.</li><li>Created a scheduling platform that streamlined the process for booking tech support appointments replacing inefficient email coordination with an automated system that allows users to select available times.</li><li>Provided comprehensive technical support across Windows, Linux, and Mac platforms, resolving 85% of issues within the first contact.</li><li>Resolved users network issues, including wireless, wired, and VPN connectivity.</li><li>Assisted faculty, staff, and students with the installation, configuration, and ongoing usability of desktop computers, peripheral equipment, and software, preparing, installing, testing, and certifying over 150 desktop configurations including necessary software drivers.</li><li>Monitored, administered, tracked, and verified completion of tickets using ServiceNow ITSM.</li></ul>		
Geek Squad Agent	Best Buy	April 2023 – Oct 2023
<ul style="list-style-type: none"><li>Recognized as a top performer for promoting the membership program selling over 8 memberships a month.</li><li>Offering technical support for electronics, handling troubleshooting, data backups, OS installs, screen repairs, data transfers, and PC building, servicing 100+ devices weekly.</li><li>Managed 50+ daily service tickets quickly resolving customer issues maintaining a 97% satisfaction rate..</li></ul>		

## Education and Certifications

- A.A in Electrical Engineering**, Miami Dade College **Present**
  - Relevant Coursework:** Introduction to IT, Scripting and Programming, IT Foundations, IT Applications, Fundamentals of Information Security
- CompTIA A+**, CompTIA
- Full Stack Web Development**, University of Miami

## Technologies and Languages and Skills

- Languages:** JavaScript, Python, React, HTML, CSS, Node.js, Express.js, MySQL
- Technologies:** Bash, PowerShell, Git, NPM, MERN, Microsoft Azure, ServiceNow, Numpy, Pandas, JupyterLab, Matplotlib
- Skills:** Data structures and algorithms, data analysis, troubleshooting, object-oriented programming, problem solving, scripting, technical support, quick learning, end-user communication, network protocols, IP addressing, subnetting, routing and switching.