Florida, USA
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Maria "Max" Martinez

LinkedIn
Github
Portfolio/Website

Work Experience

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

- Developed a secure intranet site for team members, centralizing job-related resources minimizing resource search time by 30%.
- Provided comprehensive technical support across Windows, Linux, and Mac platforms, resolving 85% of issues within the first contact.
- Resolved users network issues, including wireless, wired, and VPN connectivity.
- Assisted staff 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.
- 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**   **April 2023 — Oct 2023**

- Recognized as a top performer for promoting the membership program selling over 8 memberships a month.
- Offering technical support for electronics, handling troubleshooting, data backups, OS installs, screen repairs, data transfers, and PC building, servicing 100+ devices weekly.
- Managed 50+ daily service tickets quickly resolving customer issues maintaining a 97% satisfaction rate..

Education and Certifications

- **B.S. Cybersecurity and Information Assurance,** Western Governors University   **2022-2026**
  - **Relevant Coursework:** Introduction to IT, Scripting and Programming, IT Foundations, IT Applications, Fundamentals of Information Security
  - **Additional Courses:** Harvard's CS50: Introduction to Computer Science, Codecademy: Learn the Command Line
- **CompTIA A+**, CompTIA
- **Networking Basics**, Cisco
- **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
- **Skills**: Data structures and algorithms, troubleshooting, object-oriented programming, problem solving, scripting, technical support, quick learning, end-user communication, network protocols, IP addressing, subnetting, routing and switching.