


# JEREMY MARTINEZ

DoD Secret Cleared IT Technician

 (786) 342-8029

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## INDUSTRY CERTIFICATIONS

Microsoft 365: Modern Desktop Administrator  
Microsoft 365: Teams Administrator  
CompTIA Security+  
CompTIA Network+  
Cisco: CCNA  
Active SECRET DoD Security Clearance

## TECHNICAL SKILLS SUMMARY

**Remote Support:** PC troubleshooting, Help Desk operations, ticketing, installations and upgrades via Dameware Remote and PowerShell.

**Windows 10:** Active Directory issues, baseline imaging (PXE Boot or disc), account provisioning, shared drives, MS Outlook, Windows profile rebuilds, Teams and Office 365.

**Bi-Lingual:** Spanish & English

## RELEVANT PROFESSIONAL EXPERIENCE

### System Admin/ Help Desk 3 | Mitchell Consulting Group | Doral, FL | 2021 – PRESENT

- **Utilized remote support tools** such as Dameware, Screen Connect and Remote Desktop to troubleshoot application errors, installations, authentication/access problems, registry errors, and driver updates.
- **Created basic scripts with both PowerShell** and Automate to remotely install & upgrade various applications.
- **Experienced with Microsoft technologies** including Office 365, Teams, SharePoint, Azure AD, and OneDrive. Administered Teams, Outlook and SharePoint for multiple clients within an IT MSP environment.

### Help Desk Tier 1 & 2 | C4 Planning Solutions | USSOUTHCOM- Doral, FL | 2020 - 2021

- **Provided both desktop support and remote support to SOUTHCOM users** in both US and OCONUS. Familiar with troubleshooting Microsoft 365, MS Teams, PowerShell, Windows 10, MS Office, Active Directory, GVS Vidyo, Dell OptiPlex and Dell Latitude laptops.
- **Used Active Directory** to create and provision objects for user accounts, computers, and organizational units. Identified and resolved issues with group policy or security group membership.
- **Identified, diagnosed, and resolved** complex problems on Windows 10 based NIPR/SIPR workstations involving Cisco AnyConnect VPN, PKI tokens, BitLocker, CAC/PIV resets, Outlook, ActivClient, and many other applications.

## EDUCATION

**Bachelor of Science**  
Interdisciplinary Studies  
Florida International University  
Miami, FL

\*(expected graduation Fall 2023)

## MILITARY SERVICE

### Radio & IT Specialist | US ARMY - Ft. Carson | 2014 - 2019

- Supported artillery missions as the IT technical expert responsible for operating and maintaining mobile radar systems and equipment.
- Considered subject matter expert in tactical communications devices and rugged computer systems, laptops, and tablets.