




# JOHAN MARTINEZ

## SOFTWARE ENGINEER

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## WORK EXPERIENCE

### Technical Support Engineer

Reloadly - (2023 - 2024)

- Efficiently manage ticket handling via Hubspot and Jira.
- Dig deep in logs (AWS).
- Resolve product or service issues by investigating the root cause of the problem and providing root cause analysis reports for critical downtimes.
- Troubleshoot system alerts, escalate critical issues, and follow up with various parties through service restoration.
- Monitor and take action before affecting live traffic .
- Using tools such as (Postman, datadog, grafana, moesif, etc.)

### IT Support Agent

Facebook - WhatsApp 2021

- Solve incident tickets with the WhatsApp platform.
- Guide the customer to resolve incidents.
- Improve response times.

## RESUME SUMMARY

Passionate about software development, working in large companies and startups with more than 3 years of experience, providing all the support and development in USA and LATAM, expertise in API based solutions, always with my feet on the ground but with an eye to the future.

## EDUCATION

Software Engineer - (Current)

Software analyst and development (2017-2018)

### Support Analyst - MPN

Microsoft - 2022

- Determine and establish office procedures and routines.
- Schedule and confirm appointments.
- Type and proofread correspondence, forms and other documents.
- Microsoft Office 356.
- Microsoft Azure.
- Microsoft Teams.

## SKILLS

### TECHNICAL SKILLS

Proficient with:

- HTML5 • CSS3 • GIT
- JAVASCRIPT • LINUX

Familiar with:

- JAVA • SQL • PHYTON

### SOFT SKILLS

Strong:

- Bilingual communicator (Spanish, English)
- Initiative • Leadership
- Teamplayer

## ABOUT ME

### INTERESTS

- Entrepreneurship
- VFX/Filmmaking
- Marketing • Investing

### HOBBIES

- WeightLifting • Music
- Books