

# Carlos E. Martinez

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I have a background in network infrastructure and systems management. I have used my strong analytical skills working in an enterprise level environment. Currently seeking an opportunity where I can contribute my skills and grow my experience.

## Education

### **AAS COMPUTER & NETWORK SYSTEMS ADMINISTRATOR, LONE STAR COLLEGE**

**AUGUST 2017- MARCH 2020**

While obtaining this degree I progressed through the Cisco Network Academy CCNA coursework. I was able to gain hands-on experience and understanding of network infrastructure maintenance and deployment. In addition, I became knowledgeable of Microsoft systems management and best practices.

## Experience

### **PC TECH, LONE STAR COLLEGE (PAID)**

**PT OCTOBER 2019 - MARCH 2020**

Repair computers for clients and perform maintenance work on end user workstations. Maintenance work would involve hardware installation and upgrading software. As well as ensuring network protection and solving system failures. All while maintaining records of services and maintenance in Service Now ticketing system.

### **OFFICE MANAGER/IT SUPPORT, CCI ENTERPRISE (PAID)**

**PT/FT DECEMBER 2016 - AUGUST 2018**

Provide professional administrative and clerical service to colleagues and supervisors, including invoices. As well as excellent customer service to external and internal customers. Had to maintain equipment inventory, scheduled maintenance and handled customer correspondence. Correspondingly, oversee IT systems. Maintaining an updated active directory for all employees and devices. Implementing a VLAN system for the printers to make it easier to manage them throughout the office. Making sure the computers are updated and having regular maintenance done on the computers. Running cable to desired areas of the office for better more reliable connection to those areas of the office. Fixed and maintained the printers around the office. Up kept the network at the office making sure the Switch/Router were providing the actual necessary means for a reliable connection for the entire office. Troubleshoot whenever a problem would occur.

### **PC TECH, FORT BEND ISD (CONTRACT) (PAID)**

**FT JUNE 2020- AUGUST 2020**

Monitor all desktop systems to ensure maximum availability, performance, and network connectivity. Diagnose and provide root cause analysis for deliverability issues, application, hardware, network, and/or issues. Coordinate the implementation, operation, and maintenance of vendor software applications. Perform operating system and major application software and security patch assessment. Review, configure, update and implement software to safeguard critical systems, information and data. Create and maintain high-quality documentation of all relevant specifications and systems.

### **IT TECH/ CUSTOMER SERVICE ENGINEER, (PAID) SPRING BRANCH ISD (CONTRACT) FT AUGUST 2020-DECEMBER 2020**

Providing all facets of computer help desk support such as troubleshooting, installations, and maintenance. In-depth knowledge and understanding of numerous software packages and operating systems. Skilled in providing customer and end-user help desk support. Easily identifies and resolves technical issues and concerns. Excellent communication and presentation capabilities. Install and troubleshoot standard computer networks. Independently repair individual and isolated PC problems. Ensure appropriate setting up of compound computer networks by organizing and

coding systems of wires and cables. Identify computer problems using specific diagnostic and repair tools. Set up, check, and maintain a range of private computing and office network systems Ensure thorough inventory of computer related supplies is recorded and maintained

**IT SPECIALIST**, SIMPLIDONE NETWORKING (PAID)

PT JULY 2020- CURRENT

Primary responsibility for network infrastructure design, management, and implementation. This includes routing and switch configuration, backup and data recovery, network monitoring, wireless technology, WAN/LAN integration, security including firewall, VLAN and VPN management, email services and support of mission critical applications. Other responsibilities included PC maintenance, printer troubleshooting, and the maintenance of the network infrastructure.

**TECHONOLOGY SUPPORT SPECIALIST**, (PAID) SPRING FIRE DEPARTMENT

FT MARCH 2021- JANUARY 2023

Helped in installation and management of the Department-wide network infrastructure. Implemented, replace, update servers that are being hosted on site. Ranging from Window related servers to app-hosted servers. Offering expertise first-level technical support to end users on proprietary software, this includes the execution of the installations of computers, switches, routers, AP's. Aided in troubleshooting over the phone, email, or any third-party messaging application to recognize and resolve problems. Maintain optimal website performance and manage hosting environment. Delivered Tier 1 support via the ticketing system providing support to all the employees in the department. Provided help for specialized software that is being used by the department that provides the complete incident response system for first responders.

**ADJUNCT SPECIAL - CISCO, ITCC**, LONE STAR COLLEGE - CREEKSIDE

FT JULY 2022 - CURRENT

As an adjunct faculty member at LSC-Creekside a satellite of LSC-Tomball I taught various IT related courses such as ITCC 1375 Introduction to Networks for the LSC-Creekside Cisco Network Academy. I created a positive and inclusive learning environment, where students felt comfortable asking questions and engaging with the course material. Many students showed great progress as their skills and appreciation for computer networking grew. As a former of a Cisco Network Academy, I was excited to give back and serve as a mentor to the next generation of networking professionals.

## Certifications

**PC PRO CERTIFIED**, ID# C328H

**CISCO NETWORK ANATLYST (CNA), CISCO**

### Skills

- O365
- IT Infrastructure (Aruba/Juniper/Cisco)
- Short and Long-Term Project Management
- Operating systems: Linux, Windows, Mac OS
- Cradlepoint Modems
- Active Directory
- Fluent in Spanish/English
- Fortinet

## References

Available Upon Request