Manfry J. Martinez

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Union, NJ.   manfrymartinez.tech

PROFESSIONAL SUMMARY:

Results-driven IT Operations Engineer with 5+ years of experience, seeking challenging assignments and responsibilities with an opportunity for growth and career advancement. Proven leadership and ability to work in a fast-paced environment and manage multiple deadlines and priorities.

EDUCATION:

Hostos Community College / CUNY, New York, NY   01/16 - 03/18
A.S. Degree in Computer Science

The City College of New York / CUNY, New York, NY   08/18 - Present
B.S. Degree in Computer Science

SKILLS:

- Technologies: Office 365 Administration · Microsoft Visual Studio C++, Amazon EC2, Cloud Computing, Bloomberg Terminal, Zabbix, Central Desktop, Azure Virtual Machines, Microsoft Azure, Linux, Jira, Confluence
- Intermediate in JavaScript, Juniper, Cisco, Kofa, Crown, Service Now, MacOS, Linux
- Excellent problem-solving, communication, and interpersonal skills; native Spanish speaker

EXPERIENCE:

Columbia University Medical Center, New York, NY   12/22 - Present
IT Support Engineer
- Monitors and maintains over four hundred (400) computer systems and networks
- Responsible for delivering application and technical support to over four hundred (400) end-users
- Provide proactive support to business units and take into consideration critical issues
- Investigate problems and recommend effective solutions
- Play a key role in policy-related end-users issues, servers, storage, and networking

Portfolio BI, New York, NY   11/21 - 06/22
Cloud Operations Engineer
- Configuration and infrastructure management with tools like Microsoft Azure AD Management
- Executed and troubleshot SaaS application deployment procedures
- Development of and continual improvement of Kofax automation implementations
- Analyzed and supported infrastructure in Microsoft Azure
- International clients present, working as a 24/7 support base
- Documented the current environment and ongoing maintenance

Columbia University Medical Center, New York, NY
IT User Services Coordinator   12/18 - 11/21
- Act as a technical and problem-solving resource for department end-users
- Installed, maintained, troubleshot, and repaired computer systems
- Administrating and supervising Path IT Help Desk staff
- Assisted the Director in tracking expenditures and maintaining the budget
- Implementation of imaging system project (Fog)