ETHAN MARTINEZ
Computer Analyst

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PROFESSIONAL SUMMARY

Accomplished Computer Analyst with 5 years of experience in systems analysis, troubleshooting, and IT support. Expertise in optimizing processes and enhancing system performance across diverse environments. Proven ability to analyze complex data and deliver actionable insights, ensuring seamless operations. Passionate about leveraging technical skills to drive innovation and efficiency within forward-thinking organizations.

WORK EXPERIENCE

Computer Analyst
📅 Mar / 2022-Ongoing
WidgetWorks Inc.
📍 Denver, CO

1. Managed IT support for over 1,000 users across multiple locations, ensuring optimal system performance.
2. Coordinated operating system upgrades for international offices, enhancing functionality and security.
3. Documented standardized procedures for computer setup and configuration, improving efficiency.
4. Assisted in the successful implementation of DocuWare in the Houston office, streamlining document management.
5. Provided technical support through help desk operations, resolving software and hardware issues promptly.
6. Developed data recovery methods for crashed hard drives, saving the company approximately $2,000.
7. Executed hardware troubleshooting and repairs at the component level, ensuring high availability of systems.

Computer Technician
📅 Mar / 2020-Mar / 2022
Cactus Creek Solutions
📍 Phoenix, AZ

1. Configured Novell servers and workstations for medical offices, facilitating efficient data entry for billing.
2. Upgraded software systems for libraries and churches, enhancing their financial tracking capabilities.
3. Conducted desktop and laptop deployments, ensuring hardware and software met departmental needs.
4. Managed inventory of IT assets across departments, maintaining accurate records and reducing loss.
5. Coordinated equipment and office relocations, ensuring seamless transitions and configurations.
6. Provided training to staff on new systems, improving user proficiency and satisfaction.

EDUCATION

Bachelor of Science in Information Technology
📅 Mar / 2018 – Mar / 2020
University of Technology
📍 Phoenix, AZ

Focused on systems analysis, database management, and network security.

SKILLS

Microsoft Office Suite

Database Management With Microsoft Access

Incident Management

Data Protection And Compliance

Configuration Management

Inventory Management Systems

INTERESTS

⚽ Scuba Diving
🎮 E-sports
🎮 Reading Fiction
📖 Puzzle Solving

STRENGTHS

💼 Stewardship
👥 Teamwork
🔗 Tenacity
🔭 Vision

LANGUAGES

English
Arabic
Spanish

ACHIEVEMENTS

⭐ Streamlined IT operations, reducing downtime by 30% through proactive system monitoring.

⭐ Implemented a comprehensive data recovery protocol that minimized data loss incidents by 50%.