Jose E. Martinez

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# Skills

* Proficient in the use of standard mechanical equipment tools
* Excellent communication skills
* Proficient in MS Office programs
* Able to work independently and work in a team
* Detail oriented
* Identifying and solving problems.
* Excellent time management
* Strong customer service skills
* Attention to detail
* Bilingual English and Spanish
* Proficient in MS Windows 7, Windows 10 and Mac

# Military EXPERIENCE

Florida Air National Guard Jacksonville, FL

*Personnel Specialist* 2014 – Present

* Scheduled and processed over 300 personnel for separation, re-enlistment and changes of routine or special duty assignments, reassignments or other personnel actions. 100% compliance.
* Prepared and maintained employment records related to events such as leaves, transfers, or promotions, using human resources management system software.
* Notified over 300 members of required training, appointments, system updates, etc. based on computer notification, leading to a 99% state of military readiness.
* Create, maintain, and audit 254 personnel records in the unit for accuracy, 98 % compliant.

# CIVILIAN Experience

**AT&T Corp** Orlando, FL

Sales Support Representative 2013 to 2018

* Maintained store operation procedures and equipment.
* Set -up 100s of new displays monthly in store and stock new products.
* Perform troubleshooting with POS desktop systems, printers, scanners, and iPads.
* Using mechanical equipment, such as screwdrivers, wrenches, socket wrenches, pliers, to troubleshoot, repair or replace 100s of display units.
* Submitted 35 trouble tickets to IT for any hardware systems and network issues.
* Work independently and without need for on-site supervision.

Wireless Advocates Howell, NJ

Mobile Sales Consultant 2011 – 2012

* Helping existing as well as new customers in the purchase and selection of services and products. Increased sales by 30%.
* Exceeded monthly sales quotas by 25% for handsets, cellular activations, and accessories.
* Made 250 outbound weekly calls for prospecting opportunities and customer follow-up

**Flextronics Inc.** Toms River, NJ

*Technician/Mobile Device Specialist* 2004 – 2011

* Assist 100 customers with warranty support on their mobile phones and laptops.
* Provide technical assistance to over 100 customers in how to use their phones, mobile hotspots, and laptops.
* Install software updates and patches on mobile phones and mobile hotspots.

# Education

Valencia College Kissimmee, FL

Technical Certificate in Computer IT Specialist 2016 - Present

* Member of The National Society of Collegiate Scholars