

# Andrew Martinez

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## PROFESSIONAL SUMMARY

A results-oriented IT specialist with vast experience in software development, system installation, and technical issue handling. Proficient in a variety of programming languages, including Java, JavaScript, Python, C#, and C++, with a particular emphasis on full stack and front end development. Skilled at building and implementing REST APIs, as well as using machine learning and data analysis to create advanced technological solutions. Experienced with network infrastructure management, vulnerability remediation, and automation solutions for increased security and efficiency. Experienced in SQL and NoSQL databases, cloud platforms (AWS, Azure), and Agile processes for efficient project delivery. Proven track record of cross-functional cooperation, IT strategy formulation, and technical leadership in a variety of situations.

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## CORE COMPETENCIES

- **Full Stack Development:** Java, JavaScript, Node.js, C#, C++, REST API Development
  - **Front-End Development:** JavaScript, HTML, CSS
  - **Data Science & Machine Learning:** Python, R, Data Analysis
  - **Databases:** SQL/NoSQL (MongoDB, PostgreSQL)
  - **Cloud Computing:** AWS, Azure
  - **Business & IT Tools:** Microsoft Office (Word, PowerPoint, Excel, Access), Google Workspace (Docs, Sheets), Power BI, Jira, Smartsheet
  - **Development & Automation:** Version Control (Git), CI/CD, Agile Methodologies, Automation Tools
  - **Systems & Infrastructure:** Network Infrastructure, Vulnerability Remediation, System Implementations
  - **Problem Solving & Collaboration:** Troubleshooting, IT Strategy & Solutions, Cross-Functional Collaboration, Technical Leadership
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## PROFESSIONAL EXPERIENCE

### IT Systems Engineer

Tata Consultancy Services (Contractor for Deluxe Corporation) - Townsend, MA | *February 2023 - Present*

- Led vulnerability remediation initiatives, lowering over 96,000 company-wide vulnerabilities to 2,500 via process improvements and automation, therefore greatly improving security posture.
- Supported two major network hardware upgrades, which improved infrastructure performance and ensured continuous operations across various locations.
- Collaborated with a cross-functional team of seven IT specialists from the United States and Canada to offer IT support for a division that generated 45% of the company's sales.
- Assisted site operations managers and leadership with IT solutions, giving strategic advice on technology installations, best practices, and operational effectiveness.
- Managed system deployments and hardware refresh projects, guaranteeing timely completion and alignment with company goals, resulting in safe and efficient IT infrastructures.

### Technology Solutions and Support Analyst II

Deluxe Corporation - Townsend, MA | *October 2021 - January 2023*

- Provided technical help for incoming issues pertaining to computer systems, software, and hardware, ensuring timely resolution and little interruption in operations.
- Researched and implemented technological solutions for industrial settings to increase productivity and streamline procedures.
- Collaborated with cross-functional teams to diagnose and fix problems in networking, security, and infrastructure, resulting in improved system dependability.

- Identified and delivered software and hardware upgrades to improve system performance and keep environments safe and up to date.
- Provided expert-level advice and suggestions to improve IT operations, resulting in higher overall system efficiency and user satisfaction.

### **Technology Support Specialist**

Aging Services of North Central Massachusetts - North Central MA | *May 2020 - October 2021*

- Provided technical support for a non-profit organization with 100 employees, resolving issues related to computer systems, hardware, and software to ensure smooth daily operations.
- Performed troubleshooting and routine maintenance of computer systems, ensuring optimal performance and minimizing downtime.
- Imaged and deployed computers for end users, streamlining onboarding processes and ensuring timely access to necessary systems and tools.
- Delivered proactive technical assistance and maintenance, enhancing system reliability and user satisfaction across the organization.
- Managed inventory systems, keeping records up to date and ensuring accurate tracking of hardware and software assets.

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## **EDUCATION**

**Master of Science, Computer Science** — *Fitchburg State University*

Minor: Data Science | GPA: 3.71 | July 2022 - December 2023

**Bachelor of Science, Computer Information Systems** — *Fitchburg State University*

Minor: Computer Science | GPA: 3.6 | Magna Cum Laude | June 2018 - December 2020

Dean's List: 2018, 2019, 2020