Santiago Martinez

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SUMMARY

Analytical, fast-learning advertising professional. Eager to apply technical and creative abilities to diverse customer projects. Effective at collaborating with artistic project production and development.

EXPERIENCE

Customer Service Representative
Alorica   **Feb 2023 – Jun 2024**
· Performs routine customer service phone support to client specific needs. Work is performed under regular supervision.
· Inbound or outbound call-center customer service
· Data collection/maintenance
· Customer information data maintenance

Customer Care Associate, CPG
Avidbots Corp.   **Jul 2022 – Jan 2023**
· The CPG Developer provides internal support to the company and assists with front-line support by creating cleaning plans for the clients and providing comprehensive cleaning solutions.
· This role includes two main tasks; work with the sales team to generate cleaning plans according to their specifications and develop tools/applications to reduce the time to create a cleaning plan.
· Skills on Salesforce, GIMP, Inkscape, Python, Linux, Jira & Confluence

Advertising Intern
Celsia   **Aug 2017 – Feb 2018**
· Design and modification of invoices for special clients, assistance with immediate design and logistics requests, in addition to monthly reporting and preparation of a newsletter on the processes of the commercial department.

EDUCATION

Software Developer
Holberton School · 2020 – 2021
· Full-time, intensive, and project-based program.
· Covers the foundations of Computer Science, including Linux, data structures, algorithms, low-level programming languages, high-level modern languages, databases, APIs, and DevOps.
· Focused on good practices, quality assurance & test-driven development.

Publicist
Universidad Autonoma de Occidente · 2013 – 2018
· Ability to solve advertising problems strategically, based on research, assessment, and consumer expectations.

Graphic artist
I.T.I. San Juan Bosco · 2001 – 2012
· An understanding of graphic design principles and software as well as lithography and other printing techniques.

SKILLS

Illustrator

Inkscape, GIMP, Photoshop, Premiere Pro

Bash, Linux, C, Python, Javascript, CSS, HTML

NodeJS, MySQL, GraphQL, REST, NGINX, Vagrant, React

Spanish - Native, English - C1 Advanced