Jose Martinez

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# summary of qualifications

Throughout my career, I have gained in-depth experience in business management and systems administration, digital technologies and office management. I have a thorough understanding of HIPAA Privacy and Security Rules and have experience in analyzing and resolving problems. I am proficient in Windows, Microsoft Office, Teams, Webex Virtual Conferencing Systems and Adobe Suite. I have knowledge in Business Management, Business Law, Concept Development, Marketing and Accounting and experience in OSHA compliance. I possess strong communication skills and the ability to speak to a wide variety of groups and present ideas effectively. I am also bilingual/Fluent in Spanish. I have experience in reviewing records for completeness, accuracy, compliance and regulations. I have coordinated and conducted AV & IT services for in-person training and webinar training for staff/presenters. In all my roles, I have maintained the highest level of integrity and professionalism in completing all responsibilities and duties.

# Education & Certifications

**Health Information Technology** Camden County College Blackwood, New Jersey

**Certified Guest Services Professional** American Hotel & Lodging Educational Institute Remote, Online

**Apprenticeship Welder/Ship Fitter** Philadelphia Shipyard Philadelphia, Pennsylvania

**Entrepreneurial Development Training Program** LAEDA Camden, New Jersey

**High School Diploma** Youth Military Academy Fort Dix, New Jersey

**Cooper university healthcare**

**2018-2021 Human Resources Coordinator**

As a Conference Center Concierge at a major Level 2 Trauma Hospital, I have extensive experience in providing exceptional customer service to internal and external clients. My responsibilities included managing conference center operations, scheduling and coordinating meetings and events, administering Outlook calendar management systems and Webex platform, providing level 1 support for all A/V equipment, and developing digital training media. Additionally, I assisted in coordinating various HR initiatives and projects, and provided IT support to the organization. Throughout my tenure, I consistently demonstrated my ability to effectively respond to customer needs and inquiries, provide prompt solutions, and exceed customer expectations. My skills in customer service, IT support, scheduling and event coordination, and administrative support were all key factors in ensuring the smooth operation of the conference center and contributing to the success of the organization.

**INDUSTRIAL MANUFACTURING EXPERIENCE**

**2004-2017 Welder / Rigger / Erector**

Throughout my career, I have gained extensive experience in welding, fabrication, and maintenance in various industries. I have worked as a Welder II, Welder/Fabricator, Apprentice Welder/Ship Fitter, and Shipping & Receiving Department Manager. My responsibilities included positioning parts in jigs or fixtures on bench or floor, laying out, positioning, and tack welding work pieces, welding along vertical, horizontal, and overhead weld lines, operating a Press Brake and/or Shear, fabricating steel and other metal parts as indicated by the work order and blueprints, directing the operations of the assigned team, and maintaining a clean, neat, and orderly work area, ensuring staff followed all safety policies and procedures. Additionally, I have experience in working with blueprints and templates, scribe and hand tools, and in the marking and positioning of parts, managing the shipping and receiving department, cross training staff and maintaining daily reports and preparing accounting reports for departmental needs.

**BUSINESS OWNER, PC REPAIR PLUS**

**2009-2023 IT Technician**

Specializing in PC, Tablet, laptops, gaming systems and cell phone repairs, including in-home repairs, screen replacements, webmaster services, troubleshooting and more. Offered affordable computer repair services in Camden, NJ and surrounding areas over the last 14 years. Served as IT Technician who identified and repaired the cause of system crashes, lockups, errors and other software & hardware issues. Increased system performance by repairing and cleaning PCs. Expert in Data Recovery and Virus Removal, and offered preventative solutions for viruses, hijacking software and adware. Offered Memory upgrade & installation, peripheral device installation / upgrade, and new computer setup. Offered services for smartwatches, smartphones and iphone. Every service or repair includes free hardware & software upgrade quotes, system performance evaluation, operating system security evaluation. Offered operating system installation/upgrade and software updates. Provided on-demand computer repair and information technology services in Camden, NJ and surrounding areas. Specialized in Same day screen replacement installation. Offered confidential data recovery and back-up services. Offered preventative maintenance, printer support, internet connection problems, virus or spyware removal, password removal and recovery, software upgrades, tune-ups, broken screen repairs, and keyboard repairs.

**Technical Office Skills**

Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)

Google Suite (Gmail, Google Docs, Google Sheets, Google Slides)

Adobe Creative Suite (Photoshop, Illustrator)

Data entry and management (Spreadsheet, databases)

Document management and version control (SharePoint, Google Drive, Dropbox)

Calendar management (Outlook, Google Calendar)

Communication and collaboration tools (Zoom, Teams)

Virtual meeting and web conferencing (Webex, Zoom, GoToMeeting)

Electronic signature tools (DocuSign, Adobe Sign)

Video editing tools (Final Cut, Adobe Premiere, Adobe After Effects)

**Leadership Skills**

Communication: the ability to effectively communicate with employees, clients, and other stakeholders.

Problem-solving: the ability to identify and solve problems efficiently and effectively.

Decision-making: the ability to make well-informed decisions that align with company goals and values.

Project management: the ability to plan, organize and manage resources to bring about the successful completion of specific project goals and objectives.

Time management: the ability to prioritize tasks and manage time effectively to meet deadlines.

Adaptability: the ability to adjust to new situations, environments and changing business needs.

Negotiation: the ability to reach agreements and resolve conflicts effectively.

Financial management: the ability to understand and manage financial information, including budgeting, forecasting, and cost management.

Coaching and mentoring: the ability to provide guidance and support to employees to help them develop and improve their skills.

Diversity, Equity and Inclusion: the ability to create an inclusive and equitable workplace culture, where different perspectives and backgrounds are valued and respected.

**References furnished upon request.**