

Steeve Martin

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Toronto, ON

Associate Cloud Engineer

Dynamic professional with several years of experience delivering innovative technical solutions and exceptional customer service. Proficient in creating, maintaining, and operating physical and virtual servers. Solid ability to provide solutions to remote users, operate multiple software/hardware, and execute complex tasks simultaneously. Instrumental in troubleshooting technical issues, including network, hardware, and software while providing end-user education and impeccable customer support. History of excellence in interpersonal communication, relationship building, and team leadership. Bilingual in English and Spanish.

Technical Proficiencies

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|----------------------------------|---|
| Operating Systems: | Windows 7/8/10/11, Mac OS, Linux, Android, iOS |
| Programming Languages: | SQL, Python |
| Applications & Tools: | GCP Console and Cloud Shell, Microsoft Active Directory, Atlassian Jira, VMware, Oracle VirtualBox, Microsoft RDP, PuTTY SSH, FileZilla FTP, Microsoft Office 365, G Suite by Google, Cpanel Hosting, Cisco Meraki, SQLiteStudio, TeamViewer, Slack |

Career Experience

MeloTel Phone Company, Toronto, ON

Dec 2018 – Current

Technical Support Supervisor

Provide direction and technical support to staff members and clients through email, phone call, web chat, ticketing system, and TeamViewer. Streamline technical processes by developing Atlassian confluence documentation related to all VoIP services, CRM, web-based telemarketing software, and employee setup for training purposes. Ensure high-quality audio and video communications experience by provisioning Polycom phones via FTPS and Ubuntu server using XML files.

- Resolved routine customer concerns with predefined and innovative solutions by responding to 60% of total incoming calls.
- Promoted a culture of collaboration by enhancing Atlassian documentation by 35%. Documentation consisting of troubleshooting rare networking/provisioning/VoIP problems and a full documentation for marketing software.
- Earned an Employee of the Month Award Feb 2020; mentioned name on company blog for excellent customer support.
- Improved business services by 25% by conducting research and developing new software technologies.

Cash Money, Toronto, ON

May 2017 – Jan 2019

Client Specialist

Streamlined overall business and customer management operations by fostering an environment of open communication and cross-team collaboration, while reporting directly to Store Manager. Delivered excellent customer experience, which resulted in creating raving fans for the company. Achieved revenue growth through cross-selling promotions and products by creating an innovative business model that represented corporate vision, mission, and values statements.

- Boosted business profits by 15% by amplifying reminder and recovery calls from 10 to 35 calls per day.
- Augmented sales income by 10% on monthly basis by planning and executing local store marketing
- Enhanced cheques cashing collection activities and audited new files, maintaining store debt levels to 5%.

Education & Certification

Attended NPower Canada for in class trainings for CompTIA and Google Certification

Google Project Management Certificate, Mar 2022

Google Associate Cloud Engineer Certification, Mar 2021 | Coursera Google Associate Cloud Engineer, Feb 2021

CompTIA A+, 2018 | Cisco IT Essentials Certification, 2018