



Martina Torres

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PROFESSIONAL SUMMARY

Skilled Technologist with experience configuring computers, servers and peripheral devices to work within established company and security parameters. Adept at managing permissions, filters and file sharing.

SKILLS

- Failure analysis and resolution
- Customer requirement prioritization
- Excellent diagnostic skills
- Windows, Linux and Unix
- PHP and MySql Database
- Consultative support
- Agile methodology
- Application Support
- Knowledgeable in Mac systems
- Troubleshooting and diagnostics
- Root cause analysis
- Configuration Management
- Data Backup and retrieval
- Website optimization
- Website maintenance
- Email management software and migrations

WORK HISTORY

ACCOUNT MANAGER 07/2018 to CURRENT

DexYP | OVERLAND PARK, KS

- Enhanced online presence to take advantage of dynamic conditions and unique platform opportunities.
- Addressed problems in proactive and knowledgeable manner to maintain and enhance client satisfaction.
- Modified existing databases to meet unique needs and goals determined during initial evaluation and planning processes.
- Set up user profiles and access levels for each database segment to protect important data.
- Monitored social media and online sources for industry trends.
- Leveraged strategic planning to penetrate key accounts.
- Boosted customer satisfaction by providing teams with training and skills to optimize service delivery in alignment with individual needs.
- Boosted revenue by bringing in and cementing relationships with new clients and optimizing servicing of existing customer accounts.

ADVANCED TECHNICAL SUPPORT 11/2014 to 02/2018

GoDaddy.Com LLC | Gilbert, AZ

- Removed malware, ransomware and other threats from laptops and desktop systems.
- Broke down and evaluated user problems using test scripts, personal expertise and probing questions.
- Determines most effective method of problem resolution utilizing internal resources when necessary.

- Worked with software development team on reported errors and bugs on newly released software and assisted in deployment of release fixes.
- Provided solutions to operations issues for users of Dedicated Servers, Shared Hosting and VPN networks, working closely via phone, email, live chat, and web teleconference with end users.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- Created support documentation that empowered and enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from support team.
- Delivered technical sales presentations to prospects and presented benefits and value of products recommended.
- Configured hardware, devices and software to set up work stations for employees.
- Executed various techniques, including SSL implementation and cron jobs to maintain servers and systems on a consistent basis, keeping networks fully operational during peak periods.
- Removed malware, ransomware and other threats from hosting platforms and website files.
- Engaged end users and answered questions via email, phone, website and live chat.
- Demonstrated professionalism and courtesy with customers while working to resolve complaints, problems or respond to questions.

EDUCATION

Bachelor of Science
DeVry University, Phoenix, AZ
81 Credit Hours completed.

ACCOMPLISHMENTS

- Deans List Summer, Fall 2015
- Increased sales by 35% within 6 months
- Managed and coached a team of 15 staff members in generating sales resulting in 20% increase of revenue per sale.
- Promoted 4 times within 4 years at GoDaddy.
- Promoted 1 time in less than 1 year at DexYP.
- Recognized in top 3 of Special Teams department within 1st quarter of 2019.

AFFILIATIONS

- Member, Women In Tech, 2014 to Current
- Member, Latinos in Tech, 2014 to Current

VOLUNTEERING COMMITMENTS

United Station Kansas City
Oct 2018- present

Overland Park Arboretum

Nov 2018- present

Nelson- Atkins Museum of Art
ShuttlecART Driver
Jan 2019- present

Kansas City Ballet
Nov 2018- present

Bridge of Hope Mission
Nov 2018- present