


# Dustin Martinez

Software Developer

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 [GitHub/DustinMartinez](https://github.com/DustinMartinez)

## Technical Skills

HTML, CSS, Bootstrap,

JavaScript, jQuery,

Java SE, Java EE (Servlets, JSP),  
Spring, Thymeleaf, MySQL,

Object-Oriented Programming,

Test-Driven Development, Version

Control with Git, Paired Programming

## Education

### Codeup

Certification of Completion

Mar 2021 - Sep 2021

A fully-immersive, project-based, and intensive 22-week Full-Stack Java Career Accelerator that provides students with 670 hours of expert instruction in software development.

### St Philip's College

Aug 2012 - Dec 2017

Associate of Applied Science  
Information Assurance and Cyber  
Security.

Full Stack Web Developer leveraging a background in IT troubleshooting and customer service to provide support in the development of web applications. Passionate about learning new technologies, collaborating in paired programming to find solutions, and bringing new ideas to life.

## Development Projects

### [SlimGym](#)

SlimGym is a Full-Stack web application centered around the hosting and discovery of home gyms near you. Application users will have the ability to find and schedule sessions at home gyms near them, along with hosting a home gym if they please. Users will also have the ability to leave reviews at certain locations after a workout. SlimGym was created using Spring Boot, Spring Boot Security, Java, Javascript, MySql, Html, CSS, Bootstrap, JQuery, FullCalendar API, GoogleMaps/ Geocoding API, and FileStack API.

### [Movie Application](#)

Utilized the OMDb API with JavaScript, to allow users the ability to search, add, edit, and delete their own personal movie list.

### [Adlister](#)

A backend-focused interactive Ad website that uses servlets, Java Server Pages (JSP), JSP Standard Tag Library (JSTL), sessions and cookies, Java Database Connectivity, and implements the Model-View-Controller (MVC) design pattern.

## Professional Experience

### **USAA** - San Antonio, TX

*Member Services Specialist / Oct 2017 - July 2019*

- Promoted to Specialist within the first year exhibiting commitment to the company core values and member needs.
- Implemented customer relations strategies to reduce risks by identifying and documenting key-life events to discover 35-70 coverage gaps per week within auto and property policies.

### **Charter Spectrum Communication** - San Antonio, TX

*Customer Care Agent / Jan 2017 - Oct 2017*

- Received award for maintaining 100% customer satisfaction and resolution surveys.
- Discovered issues related to customer video equipment, and followed procedural protocols such as resets, equipment hits, and checking diagnostic levels to determine the best course of action.
- Through interpersonal skills; service would effectively be restored to the customer whether equipment or account-related.

### **Kelly Connect** - San Antonio, TX

*Mac + Chat IOS Technical Support Agent / Feb 2015 - Jan 2017*

- Promoted twice within the first year showcasing proficiency in technology and operational logistics.
- Operated three simultaneous chats and averaged 50+ technical resolutions in a day to ensure proper customer retention and implementation of the company's recovery strategies.
- Lead the customer to perform backups, updates, resets, and if needed a full-on restore to regain functionality of the device.