

EFREN MARTINEZ

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SKILLS

Cloud Platforms: Microsoft Azure, Azure Virtual Machines, Azure Functions, Azure Static Web Apps.

Infrastructure & Identity: Active Directory, Entra ID (Azure AD), RBAC, Identity Lifecycle Management, Multi-Factor Authentication (MFA).

DevOps & Automation: Git, GitHub Actions, CI/CD Pipelines, Infrastructure as Code (IaC) Concepts.

Security & Monitoring: Microsoft Sentinel (SIEM), Threat Detection, Security Event Analysis, Incident Response, Log Monitoring.

Systems & Networking: Windows Administration, VPN, DNS, HTTP/HTTPS, Remote Desktop Protocol (RDP).

IT Operations: ServiceNow, Incident Management, Technical Documentation, Troubleshooting.

CLOUD PROJECTS

Cloud Resume Challenge – Serverless Azure Web Application

github.com/The-Efren/cloud-resume

- **Technologies:** Azure Static Web Apps, Azure Functions, Cosmos DB, JavaScript, GitHub Actions.
- Built and deployed a serverless cloud resume website using Azure Static Web Apps.
- Developed an Azure Function API integrated with Cosmos DB to dynamically track and store visitor metrics.
- Implemented CI/CD pipeline using GitHub Actions to automate deployments and infrastructure updates.
- Architected scalable cloud infrastructure using serverless compute and managed database services.

EXPERIENCE

Help Desk Agent II / Junior Systems Administrator

Sentinel Technologies

September 2022 - Present, Remote

- Administer Windows 10/11 endpoints and **Microsoft 365 cloud services**, supporting user access, device management, and system availability across a variety of environments.
- Manage **Active Directory and Azure Entra ID identity** lifecycle tasks including account provisioning, group management, and access troubleshooting.
- Diagnose and resolve authentication, VPN connectivity, and endpoint issues impacting enterprise and cloud-based applications while maintaining SLA performance.

Customer Service Technician / IT Support Specialist

MCSG Technologies

April 2022 - September 2022, Fort Carson, CO

- Resolved and documented high-volume BFT incidents via phone, email, and chat by following standardized troubleshooting procedures, accelerating escalation timelines and reducing resolution time.
- Improved escalation effectiveness by ~15% through detailed ticket documentation and accurate handoffs, allowing higher-tier teams to engage quickly on critical issues.
- Delivered clear, step-by-step remote troubleshooting guidance across multiple communication platforms, increasing first-time resolution rates and ensuring consistent user understanding.

Air Traffic Control Technician

US Army

March 2017 - March 2021, Fort Carson, CO

- Executed preventative maintenance schedules for electronic and IT equipment valued at over \$2 million, extending equipment lifespan and preventing 20+ potential system failures annually.
- Conducted in-depth diagnostics and repairs on electronic and computer components, reducing system downtime by an average of 2 hours per incident and restoring critical services efficiently.
- Developed and maintained comprehensive technical documentation for 30+ system configurations and troubleshooting procedures, improving team efficiency by 20% and reducing resolution times for common issues.

CERTIFICATIONS

CompTIA Security+

2025

Microsoft Azure Fundamentals (AZ-900)

2025

EDUCATION

Bachelor of Science in Computer Science

Colorado Technical University • Colorado Springs, CO • 2025 • 3.60/4.0 GPA