

# CHRISTIAN MARTIN

Syracuse, Utah | (385) 383-1770 | job.opportunities@christian-martin.org  
linkedin.com/in/christian-alan-martin | christian-martin.org

## PROFESSIONAL SUMMARY

IT professional with 5+ years of experience spanning systems administration, technical support, data analytics, and cybersecurity. Proven ability to take ownership of complex systems, build impactful automations, and investigate security incidents. Recognized by leadership for promoting innovation and driving efficiency across teams. Pursuing a Master of Science in Cybersecurity Management at the University of Utah to deepen expertise in security operations and risk management.

## TECHNICAL SKILLS & CERTIFICATIONS

**Systems & Platforms:** Microsoft 365, Google Workspace, Microsoft Entra ID, Active Directory, Microsoft Intune, Autopilot, FreshService, Dialpad, Gong, Outreach, Salesforce, Apollo.io

**Security:** Microsoft Defender, Microsoft Purview, KQL, Incident Investigation, Vulnerability Assessment, NIST Cybersecurity Framework, Kali Linux, Nmap, Metasploit

**Data & Analytics:** Power BI, Power Query, DAX, SQL, Microsoft SQL Server, MySQL, PostgreSQL, Data Visualization

**Programming & Scripting:** Python, PowerShell, Bash, C#, C++, JavaScript, PHP, Java, .NET Framework

**Cloud & Infrastructure:** AWS, Azure Arc, Windows Server 2022, Network Architecture, RAID, Virtualization

**Languages:** English (Native), Spanish (Limited Working Proficiency)

## PROFESSIONAL EXPERIENCE

### MarketStar

*Senior Systems Administrator (Help Desk Technician II)*

Ogden, Utah  
June 2025 – Present

- Serve as the primary escalation point for the tech team, handling complex issues beyond Tier I scope and providing hands on guidance and training to fellow technicians
- Administer and maintain FreshService ticketing system, building and managing 30+ automations that control ticket flow, automate responses, create child tasks, and enforce proper ticket handling across a global support environment
- Conduct security investigations using Microsoft Defender and Purview, including device isolation, account restriction, RAM and log collection, application install analysis, and written incident reports escalated to senior security teams
- Manage security groups and Entra ID licensing across the organization, handling access provisioning, privilege reviews, and account lifecycle changes
- Administer and support 1,700+ endpoints across Windows, macOS, iOS, and Android through Microsoft Intune
- Serve as primary company contact for Dialpad, managing user provisioning, licensing, and troubleshooting across multiple global regions
- Develop and maintain FreshService API integrations to pull data into internal databases for Power BI reporting and automation workflows

### MarketStar

*Data Analytics Intern*

Ogden, Utah  
January 2025 – April 2025

- Designed and built a Power BI technology dashboard for internal business use, integrating data from FreshService, Intune, Workday, lease lists, and multiple internal databases
- Set up data APIs and applied SQL, Power Query, and DAX to retrieve, transform, and shape data for visualization
- Delivered a presentation-ready dashboard used by IT leadership and executives to track technology metrics across the organization

### MarketStar

*Systems Administrator (Help Desk Technician I)*

Ogden, Utah  
June 2023 – May 2025

- Delivered global technical support across phone, email, and chat, personally handling over 23,000 tickets troubleshooting issues across Windows, macOS, and ChromeOS devices
- Supported users across Microsoft 365 and Google Workspace environments, managing accounts, services, and tools in both platforms
- Supported sales technology stack including Dialpad, Gong, Outreach, Salesforce, Apollo.io, and NeverBounce, handling user access and troubleshooting until a dedicated team was established
- Assisted with imaging and deploying devices globally, ensuring users across regions were fully provisioned with correct tools and access
- Took ownership of FreshService administration toward end of role, beginning the workflow and automation overhaul that became a core responsibility as Senior Systems Administrator

## **The Church of Jesus Christ of Latter-day Saints**

*Service Missionary – IT & Technical Support*

Layton, Utah  
July 2021 – June 2023

- Provided Tier 2 technical support for BYU-Pathway Worldwide, BYU-Idaho, and BYU-Hawaii, resolving escalated issues for students and missionaries across portals and online learning tools
- Managed and maintained 100+ computers and digitizing equipment at the FamilySearch Center, training incoming missionaries on systems and equipment
- Served across IT departments including Global Services, International Computer Services, and Learning and Development; imaged and deployed computers and supported users across Windows, macOS, Google Workspace, and Microsoft 365

## **hh2 Cloud Services**

*Software Developer Intern*

Kaysville, Utah  
September 2020 – July 2021

- Developed back end solutions in C++ and SQL Server for cloud based construction software; expanded into front end development with JavaScript and HTML during extended paid internship

## **EDUCATION**

### **University of Utah – David Eccles School of Business**

*Master of Science in Cybersecurity Management*

Salt Lake City, Utah  
Expected Spring 2027

*Relevant Courses: Networking & Servers (IS 6640), Web Based Applications (IS 6465), Cybersecurity Management (IS 6570)*

### **Weber State University**

*Bachelor of Applied Science in Computer Science*

*Certificate of Proficiency in Computer Programming (April 2024)*

Ogden, Utah  
December 2025

## **PROJECTS & AWARDS**

**Power BI Technology Dashboard (MarketStar):** Designed and maintain an ongoing enterprise dashboard pulling live data from Intune, FreshService, Workday, and internal systems to give IT leadership visibility into device and service metrics across the organization.

**FreshService Automation Overhaul (MarketStar):** Inherited a partially configured ticketing system with no documentation and rebuilt 30+ workflows and automations covering ticket routing, agent reminders, auto-categorization, and child task creation.

**SmartPark Solutions (IS 6465 Capstone):** Collaborated on a group PHP/MySQL web application featuring full CRUD operations, role-based access control, bcrypt authentication, and prepared statements.

**MarketStar Rockstar Award (June 2024):** Selected for the You Belong Category, recognized for promoting ideas and innovation, actively sharing knowledge, and driving efficiency and growth across the team.

**Boy Scouts of America Eagle Scout Award**