

## Contact

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## Top Skills

C#

ASP.NET

Back-End Web Development

## Languages

Spanish (Limited Working)

## Honors-Awards

Boy Scouts of America Eagle Scout Award

Kiwanis International Freedom Leadership Award

National Junior Honor Society Outstanding Achievement Award and Scholarship

President's Award for Educational Excellence

Clearfield High School Academic Letter

# Christian Martin

Weber State University Computer Science Student and Marketstar Service Desk Technician 2 Future Master's of Science in Cyber Security Management at the University of Utah  
Syracuse, Utah, United States

## Summary

I'm a Computer Science student at Weber State University and will be completing my Bachelor's degree in December 2025. I've gained hands-on experience through work experience, internships, and a full-time service mission, where I took on a variety of technical and leadership assignments.

I'm especially interested in programming and cybersecurity, and I plan to pursue a master's degree in cybersecurity after graduation. I enjoy exploring how technology can solve real-world problems and am excited to keep growing my skills in both development and security.

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## Experience

### MarketStar

2 years 6 months

#### Help Desk Technician II

June 2025 - Present (6 months)

After being promoted to a Tech II role, I continue supporting users across the company with troubleshooting and system support—now with the added responsibility of handling escalations from Tech I team members when issues go beyond their scope.

In addition to what I was already doing—supporting Windows, macOS, and ChromeOS; managing accounts in Microsoft and Google environments; administering FreshService; and assisting with sales tools and device deployments—I now serve as a go-to resource for more complex problems and provide guidance to newer technicians on the team.

This role has helped me grow in leadership, deepen my technical knowledge, and play a bigger part in maintaining smooth operations across our global support environment.

### Help Desk Technician I

June 2023 - May 2025 (2 years)

Ogden, Utah, United States

At MarketStar, I provide global technical support through phone, email, and chat, helping troubleshoot a wide variety of issues across Windows, macOS, and ChromeOS devices. I've also worked a lot in both Microsoft and Google environments, learning how to support and manage accounts, services, and tools in both platforms.

A big part of my role has been troubleshooting issues with Dialpad, our calling platform, and helping manage user accounts within it. I handled common problems like login issues, device connectivity, call quality concerns, and general user access.

For a time, I was put in charge of managing several of our sales tools — including Gong, Outreach, Salesforce, NeverBounce, and Apollo — until our software management team was fully built out. During that period, I handled user access, basic troubleshooting, and helped keep everything running smoothly for the sales teams.

I've also been involved with imaging and deploying devices globally, making sure users are fully set up with the right tools and access. Over time, I picked up junior system admin tasks like setting up and disabling accounts in Active Directory, reviewing security groups, and handling access requests.

Recently, I was made the tech admin over our FreshService ticketing system. I'm now responsible for API maintenance, building workflows and automations, and managing user roles and permissions within the system.

This role has helped me build strong troubleshooting skills, get hands-on experience with a wide range of systems, and learn what it takes to support users and tools in a fast-paced environment.

### Data Analytics Internship

January 2025 - April 2025 (4 months)

Ogden, Utah, United States

As part of my academic requirements, I completed a Data Analytics internship at MarketStar (the company I was already working at in the tech services department), where I was responsible for designing and implementing a technology dashboard using Power BI for internal business use. This project involved integrating data from multiple sources, including FreshService, Intune, and a hardware lease list.

I contributed to setting up data APIs, retrieving data, and organizing it within a centralized database. Using SQL, I transformed and prepared the data for visualization in Power BI. I also learned and applied Power Query and DAX to shape and analyze the data effectively, ensuring the final dashboard was clear, insightful, and presentation-ready for stakeholders.

This internship provided me with valuable hands-on experience in data integration, dashboard development, and business intelligence tools.

### BYU-Pathway Worldwide

#### Service Missionary

November 2022 - June 2023 (8 months)

Utah, United States

During my service mission, I served as a Tier 2 Tech Support Specialist for BYU-Pathway Worldwide. I helped support students and missionaries by troubleshooting technical issues that were escalated from frontline support. This included account access problems, system errors, and issues related to the Pathway portal and online learning tools.

I also contributed to internal automation projects aimed at improving efficiency and reducing manual tasks for the support team. This gave me experience working with tools and processes to streamline operations and enhance the overall support workflow.

This opportunity allowed me to strengthen my technical troubleshooting skills, improve my communication in high-stress situations, and gain early experience in a service-focused IT environment.

### FamilySearch

#### Service Missionary

October 2021 - June 2023 (1 year 9 months)

Layton, Utah, United States

As a Service Missionary at the Layton FamilySearch Center, I provided ongoing technical support and helped maintain the center's technology. I helped manage and troubleshoot over 100 computers and played a key role in maintaining and repairing digitizing equipment used for preserving historical records.

In addition to technical responsibilities, I trained most of the incoming missionaries on how to use and support the center's equipment. I also regularly taught classes for guests and volunteers, helping them navigate the FamilySearch platform and learn how to use the available tools and resources effectively.

This role gave me hands-on experience with IT support, equipment maintenance, training, and public teaching in a service-oriented environment.

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

### Service Missionary

July 2021 - June 2023 (2 years)

South Salt Lake, Utah, United States

As a full-time Service Missionary, I had the opportunity to serve in several leadership roles, including Assistant to the President, Zone Leader, and District Leader, where I supported other missionaries and helped coordinate service efforts.

I also served in multiple departments within the Church, including Global Services, International Computer Services, Learning and Development, and the Service Mission Office Tech Team. My responsibilities varied across assignments but included imaging and deploying computers, providing general tech support for Windows, macOS, and Android devices, and supporting users with both Google Workspace and Microsoft 365 products.

These experiences gave me hands-on exposure to enterprise IT environments, helped me build leadership and communication skills, and allowed me to grow through both service and technical problem-solving.

## hh2 Cloud Services

### Software Developer Intern

September 2020 - July 2021 (11 months)

Kaysville, Utah, United States

During high school, I pursued an internship opportunity in computer programming and was selected to join hh2 Cloud Services as a back-end development intern. I primarily worked in C++ and gained experience writing SQL queries using Microsoft SQL Server.

After graduating, the company extended my internship as a paid position until I left on my mission. During that time, I expanded into front-end development, learning JavaScript and gaining experience editing and working with HTML elements.

This internship helped me build a strong foundation in both back-end and front-end programming and gave me my first real-world experience working in a professional development environment.

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## Education

### Weber State University

Programming Essentials Certificate of Proficiency, Computer Science · (August 2023 - April 2024)

### Weber State University

Associates of Computer Science, Computer Science · (August 2023 - December 2024)

### Weber State University

Bachelor of Applied Science - BASc, Computer Science · (August 2023 - December 2025)

### Clearfield High School

High School Diploma, High School/Secondary Diplomas and Certificates · (August 2018 - June 2021)

### University of Utah - David Eccles School of Business

Master of Science - MS, Cybersecurity Management · (December 2026)