

Nathan Martinez

Software QA Analyst | Technical Support | Systems Troubleshooting
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Profiles

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Summary

Software QA and technical support professional with experience testing POS applications, APIs, databases, operating systems, firmware, and networked environments. Skilled in reproducing and documenting defects, coordinating issue triage, and collaborating with engineering teams. Former technical support lead with experience training teams and investigating complex software and hardware issues.

Education

Central New Mexico Community College GED
Albuquerque, NM

Experience

Lavu Inc. Albuquerque, NM
Software QA and Technical Support Lead October 2017 - February 2020

- Performed software quality assurance testing across POS systems, APIs, databases, payment workflows, and networked hardware.
- Reproduced, documented, prioritized, and tracked software defects using Jira, Git, and Atlassian tools.
- Collaborated with engineering and infrastructure teams to diagnose software, hardware, database, and network issues.
- Led and trained a 35-member technical support team and mentored more than 60 agents.
- Conducted on-site troubleshooting of POS networks, workstations, peripherals, and supporting infrastructure.
- Developed technical documentation and troubleshooting guidance for support teams.

CPR Cell Phone Repair Albuquerque, NM
Lead Repair Technician March 2024 - May 2026

- Diagnosed and repaired smartphones, computers, gaming consoles, and other electronic devices in a high-volume environment.
- Troubleshoot hardware, operating system, firmware, and connectivity issues across Windows, macOS, Linux, Android, and iOS devices.
- Performed operating system reinstalls, data recovery, firmware restoration, and advanced hardware diagnostics.
- Used Linux-based diagnostic environments and recovery tools to investigate complex device failures.
- Trained technicians on structured troubleshooting, diagnostic methodology, and repair workflows.
- Developed documentation and repeatable processes to improve repair consistency and efficiency.

HP Inc. Rio Rancho, NM
Computer Hardware Technician January 2022 - October 2022

- Diagnosed hardware and firmware issues across enterprise workstation environments.
- Supported corporate clients in high-volume troubleshooting and repair scenarios.

- Maintained internal troubleshooting documentation and repair procedures.
- Recognized as a Tier 1 Top Performer for resolution metrics and customer satisfaction.

The Downs Racetrack and Casino

Help Desk Specialist III, Systems and Network Administration

Albuquerque, NM
October 2021 - March 2022

- Managed Active Directory users, permissions, and Group Policy administration.
- Maintained VMware virtual machines across Windows and Linux environments.
- Installed and configured switches, wireless access points, and Cat6 network infrastructure.
- Performed equipment installation, cabling, and infrastructure support in server room environments.
- Troubleshot DNS, DHCP, network connectivity, workstation, and authentication issues.
- Automated maintenance tasks using Python and PowerShell.

Projects

Infrastructure and Container Platform

December 2025 - Present

- Built virtualized environments using VMware, KVM, VirtualBox, and Proxmox.
- Deployed containerized services using Docker and Docker Compose.
- Configured reverse proxy and SSL routing using Nginx Proxy Manager.
- Implemented DNS filtering and resolution using AdGuard Home and Unbound.
- Set up secure remote access using Tailscale VPN.
- Developed automation scripts and deployment workflows for local environments.

Active Directory Home Lab

December 2025 - Present

- Installed Windows Server 2022 and configured an Active Directory domain controller.
- Managed DNS, user accounts, group policies, and domain structure.
- Joined Windows clients to the domain and tested authentication workflows.

Skills

Quality Assurance

Manual software testing, defect reproduction, defect triage, test documentation, issue tracking, Jira, Atlassian tools, Git, API testing, database testing, POS systems

Systems and Platforms

Windows, macOS, Linux, Windows Server 2016-2022, Active Directory, Group Policy, firmware restoration, operating system deployment, data recovery

Networking

DNS, DHCP, TCP/IP, VLAN fundamentals, network troubleshooting, Wireshark, switches, access points, Cat6 cabling

Automation and Infrastructure

Python, PowerShell, Bash, Docker, VMware, Proxmox, KVM

Certifications

Apple Hardware Repair Technician

Apple
Apple Certified Mac Technician; Apple iPhone, iPad, MacBook, iMac, and Mac Pro Service Certifications; WISE Mobile Device Repair Certification