

JOSHUA MARTIN

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Based in Phoenix, AZ

Experienced professional with a measurable outcomes in customer success and technical account management. More than 10 years at leading companies in the tech industry, including SiteLock and GoDaddy. A decade in medical industry technology, where in the area of Pathology Laboratories a notable increase patient turn-around time by an average of 4x, and increased profits by 2.5x. More than 5 years experience with cloud tools, shaping and costs, on average reducing and saving customer's an average \$30,000 a year.

WORK HISTORY

Cerebrum 2019-Current

Customer Success & Technical Account Manager / Support Manager / Software Engineer

- Translated HL7 results from twelve large reference pathology laboratories in a single format, merging five databases into one (Quest Diagnostics).
- Transitioned a lab process previously managed by 120 technicians to a completely hands free procedure, resulting in an increase from 150 total cases per day to 1.3 million (Quest Diagnostics).
- Automated a manual process for functional and unit tests executed by a QA team of 40 people, reducing testing time from 3 weeks to 5:23 minutes for 834 tests (Quest Diagnostics).
- Facilitated the migration from bare metal to Docker (Rancher) with a senior engineer allowing for 10x speed in deploying updates and scaling Queue Worker containers based on load.
- Completely reorganized the Support Department, leading to ticket response time dropping from 5 days to 1 hour, and bug fix deployments being completed in 1-2 days versus 1-2 weeks.
- Established end-to-end onboarding procedure for new customers, including training and expectation documentation, IT cost analysis, and post go-live life cycle. This reduced the onboarding timeframe by 66%.
- Manage a team of 4 Software Engineers using SCRUM to triage bugs, develop new features, and keep stakeholders informed of status.
- Coordinated with cloud engineer to reduce the yearly AWS/OCI budget by 45%, increasing profit margins per customer.
- On-site visits with customers to maintain relationships, train new features, and consult on future goals to help assist in reaching those goals. In person visits led to a 25% increase in feature requests.

SiteLock 2016-2019

Web Security Analyst / Web Developer

- Joined the Research Team under the Engineering Vice President to analyze malicious code and write definitions to detect and clean said code.
- Connected directly with the Marketing Director to design, develop and deploy a new web experience; this resulted in the website going from zero sales to more profit than the entire sales department.
- Developed a data driven malware trends platform which led to predicted incidents, customer warnings, workforce management shaping, and produced marketing materials, leading to 20% less call on holidays.
- undertook a machine learning project to test viability of AI detecting malicious code, and potentially writing the malware definition to remove the code. This project concluded in an 89% accuracy.
- Implemented a fully-featured shopping cart system without the use of any server-side database information. For 14 consecutive months this experience outsold the sales department for total profit.
- Liaised with Amazon's NOC to develop a model identifying phishing sites using Amazon assets, flagging an average 10 malicious websites per day.

Godaddy 2013-2016

Hosting Expert

- Influenced the establishment a new team of dedicated hosting support technicians working outside of sales; This reduced server related call times by 70% and increased sales by 3% for the overall company.
- Advised with a product manager on a new Cloud Hosting product, bridging support and sales. This allowed sales material to position the product, as a result the refund rate was 35% below anticipated data.
- Collaborated closely with the Data Center to manage servers, identifying hardware issues, performing hardware upgrades, restoring back ups. Due to strong communication, 92% of tickets closed in 8 hours or less.
- Deployed software to managed agent availability among the Hosting Department in an effort to keep call wait times at within the expected 10 minutes set by management.

EDUCATION

SANS Technology Institute

2016 GIAC Web Application Penetration Tester

CompTIA

2012 Network+ / Security+

Glendale Community College

2008-2010 Associates Degree

Want To Connect?

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