Irene Martin

SYSTEMS & APPLICATION ADMINISTRATION · IDENTITY & ACCESS · SOFTWARE DEVELOPMENT
Orlando, FL · hello@irenemart.in · irenemart.in
github.com/irenemartin1 · linkedin.com/in/irene-martin-a4ab85222 · English & Spanish

PORTFOLIO **irenemart.in** Live systems I built, screenshots, my troubleshooting method, and how my experience maps to this role. →

SUMMARY

I can help OCLS manage user accounts and access, support third-party applications, find the root cause of problems, and document and train staff on changes, in English or Spanish. As founder of eBuilt.app, I build and maintain live business applications with authentication, role-based access, database policies, DNS, cloud deployments and API integrations, and I change systems carefully: test, verify, document, and keep a rollback ready. At a health insurance agency, I moved from sales into operations, handling account activation and deactivation, CRM permissions, workstation support and training for a team of up to 80. I'm ready to grow into OCLS's network and enterprise tools, including Active Directory, Group Policy and Intune.

TECHNICAL SKILLS

- **Identity & access:** user provisioning and deprovisioning, onboarding and offboarding, CRM user permissions, Google OAuth, role-based access control (RBAC), database access policies, permission testing
- **Application administration & support:** business application configuration and support, sign-in and access troubleshooting, Windows and macOS workstation troubleshooting, end-user guidance
- **Change & deployment:** Git, GitHub, version-controlled releases, release verification, rollback planning, Cloudflare deployments, Supabase, PostgreSQL
- **Networking fundamentals:** domain and DNS configuration (Cloudflare), basic router and Wi-Fi troubleshooting, foundational TCP/IP and DHCP
- **Scripting & integrations:** JavaScript, React, REST APIs, webhooks, third-party integrations (Google OAuth, maps, email, payments), workflow automation
- **Documentation & training:** written procedures, training videos, role-based help articles and walkthroughs, handoff documentation
- **Business platforms:** Google Workspace, Microsoft 365, RingCentral (cloud VoIP), Sircon, CMS insurance platforms, carrier portals
- **AI tools:** Claude, ChatGPT, Gemini, Codex; AI-assisted development, building AI tools and training users on them

EXPERIENCE

eBuilt.app
May 2025 – Present

Founder & Software Systems Developer · *Orlando, FL*

- Sold, built and delivered six software projects for business clients as the sole developer, working with minimal supervision from requirements through release and ongoing support.
- Built **M.D. Sky OS** (mdskyos.com), a live logistics platform with separate owner, dispatcher, driver and customer access, used daily by 34 people; configured Google OAuth sign-in, role-based permissions and database policies that limit data by role and ownership.
- Investigate defects and access problems by reproducing them, checking configuration, permissions and recent changes, testing one change at a time, and verifying the result with users.
- Manage domains, DNS and Cloudflare deployments; ship changes through GitHub with version control, release verification and a rollback plan.
- Integrate third-party services (Google OAuth, maps, email, payments) through APIs and automate recurring workflows.
- Write handoff documentation and role-based help articles and walkthroughs; train non-technical clients and staff on new systems.

- Built **My Sweet Pawtner** (mysweetpawtner.com), a booking website with a database-backed admin portal, tested from customer submission through admin review.
  Screenshots and walkthroughs of both systems: irenemart.in

Prime Healthcare (health insurance agency)
May 2023 – May 2025

Insurance Sales Representative → Administration Manager · *Fort Lauderdale, FL*

- Moved from insurance sales into operations and management, responsible for systems, training and daily workflows for a team of up to 80 employees and agents.
- Handled the user account lifecycle: activated and deactivated employees' Google and company email accounts during onboarding and offboarding, and set CRM user permissions.
- Managed access to business systems and helped staff obtain the permissions their roles required; resolved sign-in, application access, Windows workstation and software configuration issues.
- Supported staff on CMS insurance platforms, Sircon, carrier portals and RingCentral; investigated issues and escalated when needed.
- Onboarded and trained 300+ employees and agents over two years, including insurance sales training.
- Created procedures, training videos and reference materials so employees with varying technical experience could work independently.
- Built tracking systems and reports for onboarding, licensing, compliance, scheduling and payroll coordination; handled confidential employee and customer records with discretion.

Sebanda Insurance
2022 – 2023

Customer Service & Sales Representative · *Hollywood, FL*

- Assisted customers in English and Spanish, resolved account and service questions, organized documentation and followed up on outstanding requirements.

Eurobake
2021 – 2022

Inventory & Warehouse Support · *Portland, OR*

- Tracked inventory, maintained supply records and coordinated orders for daily warehouse and production operations.

EDUCATION

High School Diploma — Apostol San Pedro, Santiago, Chile · 2017

Pre-university science coursework (pre-med track) — Preuniversitario Gustavo Molina, Santiago, Chile · 2017–2019

QUALIFICATIONS

Valid Florida Driver's License · Fluent in English and Spanish