

Nickolas Martins

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RELEVANT SKILLS, EXPERIENCES AND ACCOMPLISHMENTS

Technical Skills

- Led the design, implementation, and troubleshooting of complex network solutions at Algonquin College and Nokia labs, emphasizing teamwork, problem-solving, and effective communication
- Proficient in HTML, JavaScript, and RESTful APIs, with experience in web service integration and automation
- Proficient in analyzing complex data sets to generate actionable insights, with a strong focus on problem-solving and solution design

Soft Skills

- Demonstrated excellence in public speaking, technical presentations, and cross-functional team collaboration at Nokia and Carleton University, enabling clear and concise information sharing
- Proven ability to rapidly learn and apply new technologies to resolve complex technical challenges
- Strong analytical and creative problem-solving skills, with a passion for tackling complex technical challenges

AVAILABILITY

Full Time Position, starting May 2025

EDUCATION

Bachelor of Information Technology, Network Engineering

September 2021 - Present

Carleton University & Algonquin College, Ottawa, ON

- 4th Year Standing, 10.83/12 (A-)

WORK EXPERIENCE

Networking Support Consultant

September 2024 - Present

Carleton University - Faculty of Engineering and Design, Ottawa, Ontario

- Provided technical support to faculty, staff and students by diagnosing and troubleshooting complex network and other technical issues, leveraging problem-solving skills to ensure minimal disruption
- Trained end-users on network protocols and best practices, through various workshops, developing strong communication and collaboration skills
- Documented technical procedures and configurations, creating clear and accessible records

NSP Support (Customer Application Engineering Co-op)

May 2024 - August 2024

Nokia, Ottawa, Ontario

- Collaborated with clients and internal teams to troubleshoot and resolve complex issues in Nokia Network Management Software (NSP, NFM-P), ensuring timely support for ISPs such as Verizon, Bell, and AT&T.
- Implemented cloud-based solutions in virtual lab environments, replicating customer networks and issues
- Coordinated cross-team efforts to replicate complex customer setups in virtual and physical environments, ensuring high-quality technical solutions
- Utilized Agile methodologies and tools such as Jira and OpenStack to track and resolve customer issues efficiently

Network Lab Technician (IP Customer Applications Engineering Co-Op)

May 2023 - August 2023

Nokia, Ottawa, Ontario

- Led lab simulations by recreating customer network topologies using Nokia 7750 Service Routers
- Managed comprehensive testing processes, using Ixia and Spirent TestCenter to optimize network performance
- Analyzed network traffic and optimized routing protocols, improving overall system performance, mirroring the analytical approach required to map customer business processes to NetSuite functionalities
- Organized and hosted engaging events such as Ping Pong and Volleyball Tournaments to foster a positive and productive work environment

Comprehensive overview of my work experience is available on LinkedIn