

Robin Andrew Martin

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Objective

Seeking a position as a software application/support specialist.

Experience

- Software:
 - Scientific packages: ACD/Labs; CambridgeSoft, Symyx Draw
 - Operating Systems: MS Windows XP, Vista, 7, Server 2003, 2008; Linux; MacOS X
 - Other packages: MS Office, Snagit, Camtasia, SalesLogix, GoToAssist, VMware, Parallels, Skype
 - Computer Languages: Some Visual Basic, C++, REALbasic, and MS-DOS
 - Databases: Limited experience with SQL/Oracle
 - Mobile Platforms: PalmOS, iPhone

Skills

- Customer Service
- Problem Solving
- Software Technical Support
- Programming with various script languages
- Technical writing

Employment History

Senior Technical Support Specialist at Advanced Chemistry Development, Toronto **Nov. 1999 - June 2010**

- Provided front line technical and scientific support via telephone, e-mail and web-based applications for over 50 chemistry software packages in NMR, Mass, IR, chromatography, nomenclature, and physical chemistry.
- Tracked customer issues in Ticketing systems such as SalesLogix, Siebel, Microsoft CRM.
- Guided customers through installations on standalone computers as well as various network setups.
- Provided technical and scientific software training both on-site and on-line to support sales maintenance.
- Programmed customized scripts and macros to meet a customer's requirements either as standalone entities or as part of larger project to bridge functional gaps in the software.
- Created technical documentation in support of customized scripts as well as "How To..." documents.
- Performed software beta testing on updates and new releases and provided feedback to the developers.

- Staffed trade show booths, and gave supporting oral presentations.

Education

Ph.D. Organic Chemistry, University of Western Ontario, London, Ontario	Sept. 1999
M.Sc. Organic Chemistry, University of New Brunswick, Fredericton, New Brunswick	Sept. 1992
B.Sc. Chemistry, University of New Brunswick, Fredericton, New Brunswick	May 1989

Affiliations

Member of the Canadian Society for Chemistry and American Chemical Society

References

References available upon request.