

Rafael Martinez

Los Angeles, CA 91352

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Professional Skills

Programming Languages: C, C++, C#, Python, Java, PHP, JavaScript, HTML, CSS

Frameworks & Technologies: .NET, Angular, React, REST APIs, Bootstrap

Database Management: Oracle SQL, PL/SQL, MySQL, SQL Server, MongoDB, Neo4j, SQLite

Operating Systems & Platforms: AWS, Windows, macOS, Unix/Linux, Ubuntu, Linux Mint

Development Tools: Visual Studio, VS Code, Vim, Eclipse, JetBrains IDEs, GitHub, SVN, Docker

Additional Skills: Agile/Scrum, Unit Testing, Code Reviews, Technical Documentation, Production Support, Batch Processing

Languages: Spanish — Native/Bilingual

Certifications

- **AWS Certified Cloud Practitioner** | [Credential Link](#)
- **AWS Certified Developer – Associate** (*In Progress*)

Education

- **Master of Science in Software Engineering**
California State University, Fullerton — Fullerton, CA
- **Bachelor of Science in Computer Science**
California State University Channel Islands — Camarillo, CA
- **Associate of Science in Engineering: Computer Science and Programming**
Los Angeles Pierce College — Woodland Hills, CA

Professional Experience

System Engineer

Gainwell Technologies, Remote

October 2023 – Present

- Support Tennessee TennCare Medicaid systems as a System Engineer with responsibility for Third Party Liability, Capitation, batch processing, and production support.
- Collaborate with customers, business analysts, developers, and QA teams to gather requirements, define technical solutions, and support Medicaid business operations.
- Research legacy architecture, existing programs, database logic, and batch workflows to design enhancements and resolve complex system issues.
- Create and contribute to Requirements Design Documents, technical design documents, test plans, and implementation documentation for new features and system changes.
- Develop and maintain applications using C, Pro*C, Python, PowerShell, Oracle SQL, Unix/Linux, and shell scripting.
- Use SVN version control to manage source code changes, maintain development branches, track revisions, and support controlled deployments across testing and production environments.
- Perform complex SQL queries to research data, validate business rules, troubleshoot defects, and verify system outputs.
- Conduct unit testing, code reviews, defect analysis, and technical validation to ensure high-quality and reliable software changes.
- Work with testing teams across Model, Integration, Regression, and UAT phases to validate enhancements and support successful deployments.
- Assist with batch cycle monitoring, on-call support, production troubleshooting, and issue resolution for critical healthcare processing systems.

C# .NET Developer Intern

Gainwell Technologies, Remote

May 2023 – October 2023

- Contributed to an Agile software development team supporting healthcare technology applications in a collaborative Scrum environment.
- Participated in daily Scrum meetings, sprint discussions, code reviews, and team walkthroughs to communicate progress, review requirements, and support timely delivery of development tasks.
- Developed and enhanced front-end application functionality using JavaScript, HTML, CSS, and Bootstrap-related UI components to improve usability and maintain consistency across application screens.

- Assisted with overlay conversion work, including updating legacy user interface elements and modernizing front-end components to align with updated design and framework standards.
- Used Visual Studio to implement, debug, test, and validate application changes within a .NET development environment.
- Created and executed unit tests by developing test functions to verify code behavior, validate changes, and reduce defects before deployment.
- Used Coverity static analysis tools to identify code defects, security vulnerabilities, quality issues, and maintainability concerns, then reviewed findings and implemented corrective code changes.
- Used GitHub for version control, including committing code changes, tracking revisions, and supporting collaborative development workflows.
- Supported User Acceptance Testing by validating application updates, researching reported issues, and confirming that new functionality met business and user expectations.
- Created and maintained technical documentation for code changes, testing results, and implementation details to support knowledge sharing and future maintenance.

Field Engineer

Burroughs, Los Angeles, CA

January 2018 – May 2023

- Managed daily field service operations across the Greater Los Angeles area by assigning service tickets, prioritizing requests, and planning efficient routes to meet customer service needs.
- Repaired, maintained, and troubleshoot ATM machines, POS systems, and retail technology equipment for banks, Walmart, Target, and other commercial client locations.
- Diagnosed hardware, software, connectivity, and unknown technical issues; replaced parts, performed software updates, and restored equipment functionality.
- Researched technical manuals, blueprints, and device documentation to support new machine installations, unfamiliar equipment, and special project assignments.
- Communicated service updates to customers, explained technical issues in clear non-technical language, and trained users on proper device operation.
- Provided 24/7 emergency on-call support for critical service issues and customer-impacting equipment failures.
- Managed parts inventory, tracked replacement components, and maintained accurate service documentation to support field operations.

Teller / Universal Banker

U.S. Bank, Hollywood, CA

March 2013 – January 2018

- Processed customer banking transactions, including deposits, withdrawals, payments, transfers, check cashing, foreign currency exchanges, business transactions, and large deposits.
- Maintained compliance with banking regulations, AML requirements, CTR reporting, fraud prevention procedures, and customer identification standards.
- Conducted account research, reviewed transaction activity, resolved customer inquiries, and assisted with account-related service needs.
- Opened personal and business accounts, recommended banking products, supported credit card and loan applications, and referred customers to investment and specialized financial service partners.
- Identified potential fraud or suspicious activity and followed proper escalation procedures to protect customers and reduce financial risk.
- Balanced cash drawers, maintained accurate records, protected confidential customer information, and delivered professional customer service in a regulated banking environment.