

Highly motivated Entry level candidate with financial experience and a customer relations background looking to exceed client expectations.

Work History

2023 -current	Optometrist Technician Atlanta Eye Group <ul style="list-style-type: none">• interpreted data Using Cloud based EMR /EHR software for over 20-30 patients accounts daily• Performed basic vision tests, on over 20-30 patients per day• Provided Strong and knowledgeable oral instructions to over 20-30 patients on medications, tests and procedures per day• Assess refractive conditions of eyes using auto refractor, phoropter, or trial frame and lenses• Developed oral data analysis to discuss with physician and then implemented data collection for patient records• Identifying successful patient trends to helping implement them to improve customer relationships
2018-2023	General Merchandise Expert Target (Hiram Ga) <ul style="list-style-type: none">• Provided multiple payments solutions to customers according to company policies (Processing payments, refunds & adjustments)• Applied knowledge of appointed devices to Navigate through multiple screens and systems to use during stock maintenance• Used Zebra Rf Data device for all major store functions barcodes, sales maps, graphs and flow charts for merchandising displays, store inventory data and streamlining the process of drive up for guests• Worked closely with management to identify metrics to improve customer satisfaction• Transcribed information when systems were down and engaged with 50-100 customers daily• Maintained customer relations with a satisfaction rate of over 90%
2018	Sanitary Specialist Folks (Hiram, Ga) <ul style="list-style-type: none">• Enhanced problem solving skills by addressing customer concerns and escalating unresolved solutions to management• Incorporated safe practices and followed all safety protocols• Effectively communicated with team members on goals and resources• Managed Time effectively in compliance to work goals

Education

2022-2024	Kennesaw State University (Kennesaw, Ga)
2017-2020	Bachelors of Mathematics Georgia Highland college (Rome, Ga)
2012-2016	Associate of Science Paulding county High School (Dallas, Ga) High school Diploma

Desyne Martinez

Contact

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Skills

Database Management
Computer proficiency
Problem Solving
Proficient in Microsoft office
Verbal and written communication
Proficient in SAS

Accomplishments

*Dean's list Scholar -Georgia Highlands scholar 2020

*Scholarship - Empire Board of Realists

*President's list - Kennesaw state university