

# **Martin A. Gomez**

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## **OBJECTIVE**

Seeking a rewarding career as a newly licensed Life and Health agent where I can utilize my 12 years experience in customer service and sales.

## **SUMMARY OF QUALIFICATIONS**

A results-oriented manager dedicated to achieving aggressive goals. Successful track record in development and deployment of effective strategies to meet or exceed sales and revenue targets.

## **EXPERIENCE**

### **Tim Douglas, State Farm Office, Rialto CA**

Office Representative

July 1, 2015 - August 30, 2015

- Generated Auto, Home and Life quotes for prospective clients.
- Assisted Spanish speaking customers in obtaining quotes for Auto, Home and Life.
- Generated leads via telephone and outside contact.

### **Joseph Ruiz, State Farm Office, Highland CA**

Office Representative

April 16, 2015 - June 16, 2015

- Completed required training for LSA agreements in Fire, Auto and Life.
- Generated Auto, Home and Life quotes for prospective clients.
- Licensed in Personal Lines, Life and Health.
- Assisted Spanish speaking customers in obtaining quotes for Auto, Home and Life.

### **Charter Communications, Riverside, CA**

Customer Care Outsource Manager II

November 2006 - August 2014

- Responded to Executive level complaints received through the Better Business Bureau, Federal Communications Commission, State Attorney Generals Office and various state and municipal utility governing agencies.
- Provided executive level reporting for agent payment fee compliance, departmental "Scorecard" metrics and various other initiatives to gauge vendor compliance to the organizations financial goals.
- Managed service partner vendors in multiple off-shore locations; Orillia, Ontario, Canada (On-site), Mexico City, Mexico (On-site), Panama City, Panama (On-site) and Sao Paulo, Brazil (Remote).
- Traveled to outsource site to provide review and support of various operational processes relating to customer care, increased customer counts and revenue growth in a dual billing system, virtualized, outsource vendor environment.

**Charter Communications, Irwindale, CA**

Customer Care Supervisor I

April 2006 – November 2006

- Supervised contact center floor of up to 200 representatives while monitoring service levels and service impacting maintenance.
- Led a team of up to 18 representatives to consistently achieve highest "Service to Sales" scores for the HSI department, once achieving scores over 300% above established goals for RPC (Revenue Per Call) and at least 50% above goal for OPC (Orders Per Call) for the fiscal month of November, 2005.
- Resolved customer complaints from multiple sites pertaining to customer care and service quality.

**Charter Communications, Irwindale, CA**

Customer Care Advocate I

February 2004 – April 2006

- Assisted front line agents with complex billing explanations, the billing system and navigation of the company knowledge library.
- Responded to customer escalated calls for billing disputes or complaints regarding unsatisfactory performance of call center and field personnel and deescalating as necessary.

**Charter Communications, Irwindale, CA**

Customer Care Representative I

April 2002 – February 2004

- Responded to customer calls requesting billing and technical support for Digital Cable and High Speed Internet.
- Engaged customers in needs based discussions to determine what services would best fit their family's needs.

**Cal-Carb, Nuevo, CA**

Tool Die Fabricator

November 1998 – January 2002

- Utilized various milling and grinding machines to fabricate carbide tools from blueprints for the machining industry.

**U.S. Army, Fort Carson, CO**

Aircraft Armament/ Electrical Technician

November 1990 – November 1996 (Honorably Discharged)

- Performed intermediate level phased-maintenance on fleet of 18 attack helicopters.

**EDUCATION**

- Leuzinger High School - Graduate.
- Computer Education Institute - Certificate Computer Repair, Computer Networking.

**SKILLS**

Proficient: Bilingual English/Spanish (Fluent), MS Windows 7, Microsoft Office Suite – Excel, Word, Access, Outlook, PowerPoint.