

# MARTIN MARTINEZ

## EXPERIENCE **Tesla – Draper, UT**

Contract Reassignment Coordinator, February 2017 - Present

Manage and prioritize a high volume of inbound and outbound leads via email and phone Provide information regarding reassignment process, while proactively anticipating potential problems Manage full reassignment cycle by converting transfers into qualified long-lasting customers, securing renewals, selling consulting services and closing deals Assess, audit and close financial files to ensure compliance Research policies and utility rules as they relate to system reassignments, as well as title and home ownership Meet and exceed monthly, quarterly, and annual pipeline generating targets Maintain professional internal and external relationships that meet our organizational values and culture

**Tesla – Draper, UT** Energy Advisor, September 2016 - February 2017

Engaged customers in-person to build strong, lasting relationships Nurture inbound leads through phone conversations to develop sales pipeline Developed target penetration sales techniques through research, benchmarking and external outreach Consulted and educated customers on Tesla solutions, while ensure successful onboarding Generated leads through promotional events, trade show attendance, and webinars Developed and executed marketing campaigns through social media, digital platforms and printed materials, while diversifying the customer base Managed Latino market through targeted sale campaigns and community outreach Executed product presentations, while customizing content to customer's needs

**T-Mobile – Sandy, UT** Mobile Associate, April 2015 – September 2016

Built market proficiency, while providing a best in class customer experience Assisted customers pick up right where they left off in their shopping journey, whether online, through Customer Care or in-store Managed individual customer needs, while providing hands-on product demonstrations Onboarded new customers to ensure excellent experience, while ensuring retention Approached service and sales needs with patience, honesty and empathy Closed B2B sales that are inside and outside of a retail location. Acquired and maintained new customers from lead generation at regional level Conducted all aspects of the sales process, including setting appointments, generating proposals, and closing sales leads.

**Yoli Inc. – Salt Lake City, UT** Customer Service  
Representative, May 2012 – March 2014

Managed customer relationship by effectively building ongoing rapport Provided accurate information regarding products, policies, and company promotions. Managed sale outbound calls to distributors and customers Consistently met or exceeded performance expectations, including call handling metrics, problem resolution efficiency, and call quality standards Achieved team and individual customer service goals

**Windham – Salt Lake City, UT** Inside  
Sales Professional, June 2010 – July 2011

Executed promotional marketing/advertising plans and operational functions to company standards Provided feedback and input on the sales design, marketing materials and promotional programs Documented all aspects of sales activities Established and maintained close contact with customers and prospects Contacted existing, qualified vacation club owners via telephone calls Assisted club owners build financial portfolios

**Verizon Wireless – Salt Lake City, UT**  
Retail Sales Consultant, Feb 2009 – June 2010

Actively listened to customers, while providing customized solutions Used analytical and critical thinking to understand customer needs Ensured prompt and accurate answers to client's queries Communicated product and pricing details clearly Built genuine customer relationships by earning their loyalty and trust

**EDUCATION** Salt Lake Community College – Salt Lake City, Utah

Associate of Arts 2017

University of Utah 2020 • Currently enrolled in the Full Stack Web Development Bootcamp • We have explored and utilized languages and technologies such as Git, Heroku, HTML, CSS, Bootstrap, JavaScript, jQuery, ES6, API's, Express, Node, Jest, Handlebars, MySQL, Sequelize, MongoDB, Mongoose.

**SKILLS** Project Management, Training Facilitation, Sales and Marketing, Financial

Auditing, Research

LANGUAGES Spanish and English