

AMANDA MARTIN

Denver, CO 80129 | (720) 308-2675 | martinamandarj@gmail.com
linkedin.com/in/amanda-martin-4753b692/

CUSTOMER SERVICE & OPERATIONS MANAGEMENT PROFESSIONAL

Dedicated Customer Service and Operations Management professional with proven experience in maintaining exceptional customer satisfaction while promoting streamlined communication to improve business development. Organized leader with a keen ability to build, grow, and maintain teams through the strategic recruiting, training, and development of employees. Leverages team leadership, conflict resolution strategies, and adaptability to optimize business operations and cultivate a collaborative, inclusive environment.

CORE COMPETENCIES

Customer Service Initiatives
Relationship Management
Training & Development

Program Management
Organizational Strategy
Business Development

Cross-Functional Collaboration
Recruitment & Retention
Performance Management

PROFESSIONAL EXPERIENCE

Goodson Recreation Center, Centennial, CO 80121
Customer Service Supervisor

June 2019 - Present

Adaptable leader with varying responsibilities, including driving organizational and collaborative strategies to provide exceptional leadership and customer service for staff and customers. Spearheads administrative, customer service, and facilitative operations including childcare programs, the annual Fall Festival, and front desk management. Cultivates a high level of cross-functional collaboration to ensure cohesive operations of the recreation center.

- Directs all hiring, training, scheduling, counseling, and performance evaluations for the entire desk staff in order to create a workplace culture that is consistent with organizations values.
- Maintains a high level of communication with internal and external partners and team members through effective in-person and written memos, developing positive work relationships with customers and staff.
- Develops and implements new methods of internal procedures, including streamlining all training documentation, compliance protocol, and emergency response manuals.
- Liaises between various departments and facilities to enhance efficiency in scheduling events and establishing new standard operating procedures.
- Champions superior customer engagement initiatives to promote business and client growth, acquisition, and retention.
- Partners with district employees to implement innovative solutions to mitigate the impact of COVID-19 as a critical member of the COVID-19 team.

Nordstrom, Denver, CO
Assistant Department Manager

October 2017 – July 2019

Leveraged a hands-on leadership approach to support sales team, improve services, and promote growth, ensuring all performance goals were met. Optimized organization and communication strategies to motivate sales associate, streamline policy and procedural efficiency, and align sales targets with corporate goals.

- Managed sales associate performance through digital and in-store programs to achieve aggressive sales metrics.
- Established daily, weekly, monthly, and yearly sales goals to reflect attainable growth projections.
- Utilized high acuity to detail and design skills to stage floor merchandise to visually appeal and entice customers.
- Exemplified customer service objectives, positively reflecting corporate policies and engaging new and existing customers.
- Oversaw the organization of “Nurdy Club” memberships, improving digital mediums for the department.

Total Orthopedics, Littleton, CO

January 2017 -

October 2017

Service Representative

High capacity sales representative with advanced skills administering and organizing procedures to promote business development. Supported internal sales and services, ensuring a high level of customer satisfaction and executing deliverables in a professional and timely manner.

- Forged strategic, cross-functional relationships to ensure cohesive communication and collaboration between the orthopedic group and the patients.
- Participated in thorough clinical product research to better educate patients on their options.
- Reviewed and revised administrative paperwork for the individual patients, company, and manufacturers, DJO Global.
- Contributed to the design of a website and various platforms enabling direct patient access to hospitals, patients, and warehouses.
- Ensured timely and accurate delivery of products to hospitals, patients, and surgery centers.

ADDITIONAL PROFESSIONAL EXPERIENCE

Reforma Cocina Y Cantina, Tucson, AZ

May 2015 - June 2016

Head Hostess

Ensured streamlined collaboration between hostess team, managers, servers, and guests. Designed and executed events to meet desired goals for customers through strategic communication with various employees.

Nordstrom, Lone Tree, CO

May 2014 - August 2014

Sales Associate

Established and maintained lasting relationships with clients in an upscale retail environment. Provided exceptional customer service and consistently met daily, monthly, and annual sales goals.

Melting Pot, Littleton, CO

March 2011 -

August 2013

Hostess

Organized evening schedule for each server to reduce guest wait time and direct feedback between guests and staff. Organized company and customer events, including "Fondue Fairytale," and championed personalized retail packages still in use today.

EDUCATION

University of Arizona, Tucson, AZ

December 2016

Bachelor of Science in Retail & Consumer Science

Specialization in Business Administration, Minor in French

LANGUAGES

English (Fluent), French (Proficient)

COMMUNITY INVOLVEMENT & VOLUNTEER WORK

Chi Omega Fraternity & Make-A-Wish Foundation Fundraiser, 2012-2016

University of Arizona Greek Week, 2012-2016

Ben's Bells Sisterhood Development, 2012-2016

Susan G. Komen Breast Cancer Walk, 2008-2012

Peak Athletics All Star Cheerleading Gym, 2008-2012

Rosa Linda's Mexican Cafe Meal Preparation for Homeless, 2011-2014