

Antar Martin

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Relevant Employment Experience

InsightGlobal:

- Worked for PCG's Computer Incentive Program as a customer service representative handling inbound and outbound calls using Five9 Call Center Software
- Arranged appointments for families registered with the Welfare To Work program to receive computers and personal WiFi devices
- Inquired directly with Welfare To Work clients in regards to requests for financial assistance for rent and utility expenses, as well as housing assistance, collaborating with case workers and other team members to ensure client needs were properly met
- Accessed and maintained client information with CalWin and PCGWave to book appointments, deliver appointment notices, and finalize activity
- Performed administrative duties pertaining to clients, and maintained shared spreadsheet with data pertaining to the status of client involvement within Computer Incentive Program

FortuneBuilders:

- Worked in Customer Service department handling inbound and outbound calls using Five9 Call Center Software
- Handled inbound and outbound customer ticket queues for new and existing customers using Zendesk Email Software, and sent outbound texts using EXTexting Software
- Scheduled students for 3 day real estate workshops, promotional events, rescheduled customer events, conducted sales and issued refunds by request of customers
- Shared responsibilities creating and maintaining in-house online spreadsheets and databases related to customer matters

PricewaterhouseCoopers LLC:

- Maintained physical and online inventory of records and files, as well as offsite record and file storage, in addition to data entry
- Scheduled meeting and assigned meeting locations
- Experience in shipping and receiving with UPS, USPS, FedEx and DHL shipments
- Produced financial statements, booklets and other printed literature upon request for in-house staff and external clients for presentation purposes

Military Service

- United States Navy: October 2004 to October 2012
- Highest Rank Achieved: E-4, Received Honorable Discharge

Employment History:

InsightGlobal: Customer Service Rep. for PCG	March 2021- January 2022
FortuneBuilders: Customer Service Representative	March 2019 – March 2020
The Bronson Firm: Receptionist and Office Assistant	May 2017 – January 2018
Self Employed: Musician	January 2009 – Present
PricewaterhouseCoopers – Records Administrator	December 2012 – October 2013

Education:

Grossmont College: Music Education Major	2012-2015
Armed Forces School of Music	2004-2005
Roy C. Start High School: Toledo, Ohio	Class of 2004