



Darby Martinez

darbypmartinez@gmail.com

929-288-0813

New York, NY

Summary

Experienced business development professional with expertise in franchise operations, office management, and vendor management. Skilled in building and maintaining relationships with franchisees, managing conflicting priorities, and finding innovative solutions. Committed to achieving organizational goals through strong communication and problem-solving abilities.

Education

College of Mount Saint Vincent

Bachelor of Communication • Bronx, NY

08/2020

Experience

Franchise Relations & Admin Assistant

Matto Espresso

05/2022 - Present

- Scheduled and coordinated meetings, appointments, and travel arrangements for supervisors and managers.
- Managed a team of 5 employees.
- Maintained utmost discretion when dealing with sensitive topics.
- Managed the QuickBooks files for two companies.

Customer Service Representative

Scully & Scully • New York, NY

05/2021 - 05/2022

- Helped clients retrieve information on their orders.
- Worked with couriers to make sure they delivered items on time.
- Assisted customers with returns and order issues.

Community Outreach and Research Translation Intern

Columbia Center for Children's Environmental Health • New York, NY

06/2020 - 08/2020

- Designed images, icons, and content for the organization's online presence.
- Established and maintained the organization's social media presence.
- Designed, implemented, and monitored web pages, plugins and functionality for continuous improvement.

Bookkeeping Assistant

Cardinal Litigation • New York, NY

03/2018 - 08/2020

- Prepared written materials and electronic financial data to document activities.
 - Sorted financial documents and posted receipts and payments.
 - Filed invoices with processed checks to maintain an orderly accounting filing system.
 - Prepared and mailed account statements to vendors.
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Skills

Customer service, Photoshop, Canva, Spanish, Microsoft Office, Notion, Slack, Square