**Ginette N Marté**

85-15 139th Street|Briarwood, NY 11435|(646)298-8065|gmarte74@hotmail.com

**Summary of Qualifications**

* Proven leadership capabilities per group and individual project assignment, assessment and completion
* Excellent interpersonal and communication skills
* Reliable; ability to accomplish multiple tasks within established timeframes
* Proven ability to work independently as well collaboratively
* Ability to create, learn and apply new skills, policies and procedures

**Skills and Experience**

***Sr. Analyst – Data Quality Management***

* Responsible for the management of tasks for day to day operations including (but not limited to) the following:
  + Review of Customer Satisfaction (CSAT) escalations.
  + Provide instruction for troubleshooting specific account/application issues.
  + Process internal requests for account adjustment.
* Acquisition and preparation of Post Production Deployment Validation (PPV) data requirements as needed per test user(s).
* Design and Implementation of automated data cleanup tool for faster execution/turnaround for bulk input file processing.
* Assist with Data Cleanup processes in order to ensure satisfactory account remediation.
* Responsible for weekly and monthly reporting of all logged processed and outstanding system issues.
* Execute SQL queries to provide data for the following:
  + System data analysis for customer accounts.
  + Quantification of reported issues.
  + Generation of input files.

***Analyst – Data Quality Management***

* Liaison for Data Quality Team and Listener Care departments. Responsibilities include but not limited to:
  + Review of CSAT (Customer Satisfaction) escalations with Listener Care Manager received from Call Centers using the Oracle IAD (Intelligent Agent Desktop) application.
  + Provide instruction for troubleshooting specific account/application issues.
  + Supply direct workable solutions to Listener Care agents for faster customer account remediation.

***SMS (Subscriber Management System) Applications Coordinator***

* Tier 3 Customer Service Application support:
  + Application analysis and behavior and account remedy through User end and system back-end.
  + Support for Operations when handling escalated issues reported by the Listener Care call center agents.
  + Management of internal and external user login id assignment for various system(s) access.
  + Assist IT departmental groups such as QA (Quality Assurance) by providing feedback regarding testing of new and existing subscriber packages.
* Tier 1 Support for all SMS associated trouble tickets (including Application analysis and behavior, agent level and internal access issues).
* Support for both US and Canada businesses
  + Pricing and various SMS changes via Portal application), UNIX, CVS repository, and UWI (User Web Interface).
  + Prepare technical documentation.
* Administration of error reporting of SMS system (i.e. – system defects, customer error, CSR error) using Foglight Experience Viewer application.

***Coordinator for Information Technology & Customer Care Operations***

* Assist in Customer Care management: Troubleshoot and rectify customer account issues.
* Create new subscriber accounts and set up service plans via SMS.
* Responded to all Better Business Bureau notices and Consumer Complaint letters.
* Supply daily reports of customer inquiries from call centers to VP of Customer Care & Sales Operations.
* Manage Weekly Operation Meetings and distribution of all departmental summaries and minutes.
* Create and modify pricing catalog for SMS and web site shopping cart feature.
* Create, report and track incident involving SMS behavior via trouble ticket system (VI/ITQ).
* Create internal employee courtesy accounts in SMS.

**Work History**

Sirius XM, INC. New York, NY

***Sr. Analyst – Data Quality Management*** *10/16 – present*

Sirius XM, INC. New York, NY

***Analyst – Data Quality Management*** *2/11 – 10/16*

Sirius XM, INC. New York, NY

***SMS (Subscriber Management System) Applications Coordinator*** *3/06 – 2/11*

Sirius XM, INC. New York, NY

***Coordinator for Information Technology & Customer Care Operations*** *6/04 – 3/06*

**Education**

Purchase College Purchase, NY

* 4 years completed college coursework; 2 credits shy of B.F.A. in Visual Arts
  + Major - Computer design and mixed media.