

Elaine Martinez

<https://www.linkedin.com/in/elainefmartinez/> (623) 698-7157 elainefmartinez6@gmail.com

Experience

Target Corporation (Tempe, AZ) July 2020-Current
Senior Specialist Target.com Guest Services

- Efficiently handle incoming calls, e-mails and letters with the highest level of professionalism.
- Actively seek opportunities to improve work processes to increase customer satisfaction.
- Establish relationships with guests by going above and beyond to provide swift resolutions.
- Proficient in Microsoft 365 Software and Target specific software (Axiom, BASE24).

Target Corporation (Tempe, AZ) June 2017-July 2020
Senior Collections Specialist

- Assist guests in identifying resources to meet financial obligations to prevent negative credit impact.
- Utilize a decade of customer service experience to communicate, listen and negotiate with customers.
- Proficient in Microsoft 365 Software and Target specific software (Sales Force, TSYS, RedCard Account Management).

Professional Development

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| • Full Stack Coding Bootcamp (University of Minnesota) | April 2023-October 2023 |
| • Software Engineering Prep Course (Hackbright Academy) | October 2022 - November 2022 |
| • Python 101(Hackbright Academy) | May 2021- July 2021 |
| • Leadership Equity in Action Program(Target) | April 20223 |
| • Peer Training Mentor (Target) | August 2022-October 2022 |
| • FRS Advanced Session Learning Group (Target) | May 2022-November 2022 |
| • FRS Beginning Session Learning Group (Target) | March 2021-October 2021 |
| • Escalation Line Support(Target) | October 2019-March 2020 |
| • Contractor Training Mentor(Target) | Fall 2017-Fall 2019 |