Elaine Martinez

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Education

High School Diploma-Trevor G. Browne   Phoenix, Arizona
General Education   May 2008

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.
- Create support structures to improve team members' comfortability with system functionality.
- 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.
- Use various information sources to provide guest assistance with questions or various account issues.
- 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).

United Christian Youth Camp (Prescott, AZ)   August 2015- March 2017
Event Coordinator

- Facilitate all communications between guest group leadership and UCYC including invoicing.
- Coordinate all guest group activities with participation from multiple departments.
- Responsible for scheduling 70+ recreational summer staff to ensure adequate coverage.
- Works as on call liaison during guest visits to anticipate and promptly respond to guests needs.

Professional Development

Hackbright Academy   October 2022 - November 2022
Software Engineering Prep Course (Online)

- Gained familiarity with Python Syntax and various coding concepts
- Programming Logic (Loops, Conditionals, Operators)
- Basic Data Structures (Lists, Dictionaries, Tuples)
- Solved code challenges via pair programming
- Executed final end of course project and presentation

Hackbright Academy   May 2021- July 2021
Python 101(Online/Self-Paced)
• Intro to python language and programming fundamentals
• Programming Logic (Loops, Conditionals, Operators)
• Basic Data Structures (Lists, Dictionaries, Tuples)
• Completed weekly solo lab exercises and homework/quizzes

Senior Collections Specialist:Target
- Peer Training Mentor for TGS Contractor Training Classes   Fall 2017-Fall 2019
- Escalation Line Support Superuser   October 2019-March 2020

Senior Specialist Target.com Guest Services: Target
- FRS Beginning Session Learning Group Program (8 month course)   March 2021-October 2021
- FRS Advanced Session Learning Group Program (8 month course)   May 2022-November 2022
- Peer Training Mentor for TGS Contractor Training Classes   August 2022-October 2022