

## **Carlos A. Martinez**

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### **Professional Summary**

Remote sales specialist with a record of expert objection handling and industry-leading phone sales conversion rates. Over 8 years' experience in luxury travel sales, known for maximizing both customer satisfaction and revenue.

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### **Core Competencies**

- Phone-Based Closing
  - Objection Handling
  - High Conversion Rates
  - CRM Accuracy
  - Upsell & Cross-sell
  - Pipeline Tracking
  - Post-sale Follow-up
  - Client Satisfaction
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### **Professional Experience**

#### **Remote Sales Consultant**

Luxury Escape Experts | Miami, FL | Apr 2019 – Present

- Closed >500 bookings, with highest monthly average in team
- Developed conversion scripts that improved close rates by 17%
- Ranked #1 for customer conversion and up-sell (2021–2023)

#### **Sales Representative**

Viva Travel Group | Tampa, FL | May 2015 – Mar 2019

- Top 10% for sales volume and customer satisfaction
  - Led pilot of after-call survey system
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## Education

B.A. Hospitality Management, Florida State University

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## Technical Skills

Salesforce | HubSpot | MS Office

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## Languages

English (native), Spanish (fluent)