

# Raul Martinez

Account Management Coordinator with software engineering skills.

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## Skills

HTML, CSS, JavaScript, SASS, Command Line, Bootstrap, Microsoft Office Suite.

## Experience

April 2023 – current

### **SPP Service Payment Plan, Chicago, IL - Account Manager**

- Prepare reports on account status.
- Serve as the lead point of contact for all customers account management matters related to client concerns and needs.
- Maintain accurate client records keeping track of any contact updates and renewals.
- Provide progress reports to clients and upper management.
- Respond to inquiries, and address any client concerns in a timely manner.

February 2020 - 2023

### **Guaranteed Rate, Chicago, IL - Warehouse Coordinator**

- Developed extensive knowledge of all loan documents and audits for accuracy.
- Input wire confirmations to Encompass, to ensure that loan borrower gets their loan.
- Identify proper warehouse banks based on bank guidelines.
- Responded to Closing and Sales staff requests and followed up with the status of the loan wire.
- Track wire by obtaining a federal reference Number.
- Stay up to date with regulations to ensure the department is compliant.
- Communicate areas of concern with management when identified.

October 2019 - 2023

### **Guaranteed Rate, Chicago, IL - Closing Assistant Temp**

- Aid with closing disclosure by verifying proof of employment.
- Expedited and prioritized duties in a constantly changing environment.
- Obtain written VOE (Verification of Employment); follow up as needed to obtain documents prior to the deadline.
- Communicate clearly and effectively with parties involved in the loan transaction.
- Regularly respond to requests and assignments through email.
- Utilize multiple databases and platforms to retrieve and update information.

October 2018 - April 2019

### **I.C.Stars, Chicago — Technical Intern**

- Worked with I.C. Stars' client, Accenture, to design and develop a mobile application for experience and demonstration.
- Completed a six-month technical internship; completing 1,000+ hours.
- Developed in an agile, collaborative, team environment to produce a client-driven application.
- Participated and presented in meetings via zoom and in person to fellow employees.
- Job shadowing along with networking.
- Aided in preparing information and research materials for ongoing and changing day-to-day assignments.

August 2016 - September 2019

### **BestBuy, Evanston, IL — Sales Consultant**

- Responsible for greeting customers in all departments and generating 10,000 in quarterly revenue.
- Assisted in creating a more effective way to offer upsells to customers with warranty.
- Operate POS terminal to input customer orders, swipe credit cards and enter cash amount received.
- Maintain floor appearance with weekly promotions and stocked products.
- Checked inventory within and from other branches and placed orders for clients.
- Advise clients on products based on their needs and interests.
- Live demonstration of specific products to customers on demand the product for a demo.
- Processed returns of merchandise and delivered exceptional customer service.

## Education

September 2007 - May 2011

**Amundsen High school, IL** — *High School Diploma*

## LANGUAGES

English - Fluent, Spanish - Fluent

## Awards

### I.C.Star Certification

### eBay, Chicago IL, Online Distributor

March 2018 - Present

- Stocking and replenishing merchandise
- Judgment and Decision making
- Service Orientation
- Organization Skills
- Strong written and verbal communication skills
- Responsible and Dependable
- Service Orientation
- Exceptional customer service to 20+ clients
- Product display images and description
- Responsible and dependable