Skylar Martin

14140 East Temple Drive apt U10

Aurora, Colorado

720-345-7722

Skyman529@gmail.com

**Summary**

I have Fifteen plus years of customer service experience including Ten years in advanced IT call centers. I’m able to problem solve with a high level of efficiency, while providing exceptional customer service experiences. The qualities I’ll bring to your company/team are experience, dedication, leadership and professionalism.

**Education**

Currently enrolled at Pickens Technical College, Automotive Technology class of 2023

**Employment History**

**Comcast Business Class**

Enterprise Customer Support

Manager – Roman Cordova 720-480-0031

Englewood, Colorado

June 2012 –May 2014 and April 2018 – February 2020

I was responsible for helping over the phone and through email in advance technical issues daily for Comcast business accounts. I was also responsible for generating future solutions that adapt to the company's individual technical needs. I collaborated with project managers/ business owners/IT consultants, on high level advanced IT projects, troubleshooting on Fiber Internet, Coaxial Internet, cableTV, Trunk Phone lines and Cloud Based PBX Systems.

My job was also to support and help my fellow colleagues, troubleshoot advanced technical and business solutions, to improve the customers experience. I received escalated supervisor calls, to resolve complex issues.

I trained management on de-escalation techniques and troubleshooting to effectively handle escalated calls. I pride myself on being an excellent team player, I improved processes across multiple Comcast departments.

My reviews always reflected exceptional scoring on all of my metrics and quality checks.

**Direct TV / AT&T**

Leaning Lab Technician

Manager – Billy Milton Jr. 720-448-9899

Englewood, Colorado

September 2014 – May 2017

I created and investigated various tests, to improve technical agents' call flow’s and better overall customer experience. I worked with most call center departments, testing multiple techniques and applications, customer facing as well as internal use only. I assisted my colleagues with questions on difficult situations. I worked for three years in the retention department, where I would handle supervisor and escalated technical calls.

**Sam's Club**

Tire Installer / Inventory Associate

Manager – Jason Miguel 720-876-8556

Lone Tree, Colorado

September 2021 – February 2022

I interacted and assisted customers face-to-face daily, while stocking and rotating Tires. I ordered products and created a communication center for intradepartmental needs. My adaptability allowed me to work in five different departmental roles, over the course of four months, including store layout planning and new hire trainer.