



ETHAN MARTINEZ

Client Analyst

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PROFESSIONAL SUMMARY

Client Analyst with 5 years of experience in enhancing client satisfaction through strategic data analysis and relationship management. Proven ability to interpret complex data sets, deliver actionable insights, and streamline client communications. Passionate about driving business growth and fostering long-term partnerships that align with organizational objectives.

WORK EXPERIENCE

Client Analyst Apr / 2021-Ongoing
Maple Leaf Consulting Toronto, ON

- Managed and nurtured relationships with assigned media agency accounts to ensure revenue growth.
- Served as the primary point of contact for clients, facilitating effective communication and project updates.
- Oversaw project timelines and deliverables, ensuring alignment with client expectations and objectives.
- Conducted regular client meetings to discuss progress, address concerns, and provide strategic recommendations.
- Strengthened existing client relationships and identified opportunities for upselling services.
- Resolved client inquiries and troubleshooting issues promptly, enhancing overall client experience.
- Collaborated on high-level projects and proposals, contributing to strategic planning initiatives.

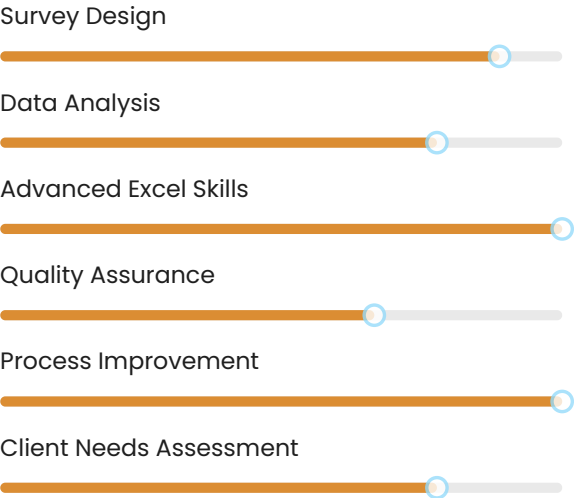
Client Analyst Apr / 2020-Apr / 2021
Silver Lake Enterprises Seattle, WA

- Delivered high-quality services to clients, ensuring satisfaction and retention.
- Managed all aspects of document processing for mortgage closures, maintaining accuracy and efficiency.
- Developed and maintained a daily log for tracking mortgage document releases, improving workflow transparency.
- Processed and reviewed monthly statements for clients, ensuring timely and accurate reporting.
- Streamlined onboarding processes for new clients, enhancing the overall experience.
- Provided ongoing support and maintenance for system software, ensuring optimal functionality.

EDUCATION

Bachelor of Science in Business Administration Apr / 2019 - Apr / 2020
University of California Chicago, IL
Focused on business analytics and client relationship management.

SKILLS



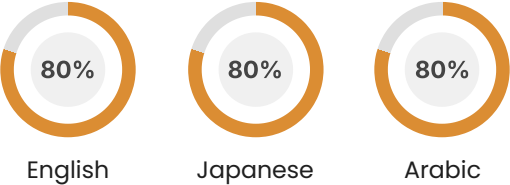
INTERESTS

- Podcasts Language Learning
Dancing Cycling

STRENGTHS

- Intuition Leadership
Listening Mentorship

LANGUAGES



ACHIEVEMENTS

- Increased client satisfaction scores by 20% through enhanced communication strategies.
- Streamlined reporting processes, reducing turnaround time by 30% for client deliverables.