



# ETHAN MARTINEZ

## Client Solutions Manager

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### PROFESSIONAL SUMMARY

Experienced Client Solutions Manager with 5 years in enhancing client satisfaction and driving strategic initiatives. Skilled in building strong partnerships, leading cross-functional teams, and implementing innovative solutions that align with client objectives. Dedicated to fostering growth and operational excellence while ensuring a seamless client experience.

### WORK EXPERIENCE

#### Client Solutions Manager

📅 Jan / 2022-Ongoing

Pineapple Enterprises

📍 Santa Monica, CA

1. Produced best practices and insights from campaign performance, providing actionable recommendations to clients for driving renewal business.
2. Collaborated with the Marketing team to create customized marketing solutions that align with client objectives.
3. Educated and guided clients on best practices, facilitating onboarding and identifying areas for improvement.
4. Analyzed financial data to support Samsung Ads' annual sales growth initiatives.
5. Managed sales projections, finalized rates, and prepared comprehensive reports for renewal and sales presentations.
6. Partnered with clients to understand their marketing goals, aligning them with Rockerbox's capabilities.
7. Conduct regular check-ins with clients to assess satisfaction and address concerns.

#### Client Solutions Manager

📅 Jan / 2020-Jan / 2022

Silver Lake Enterprises

📍 Seattle, WA

1. Managed market research projects for major brands, ensuring data-driven insights guided marketing strategies.
2. Served as the primary relationship holder for over 220 unique PEO clients, enhancing service delivery.
3. Developed and maintained C-Suite B2B relationships with top banks, generating over \$2 million in new business.
4. Provided strategic recommendations and solutions throughout all phases of the sales cycle.
5. Led a team of 15 Escrow Assistants, ensuring effective client communication and project management.
6. Coordinated with cross-functional teams to enhance client communication and service delivery.

### EDUCATION

#### Bachelor of Business Administration

📅 Jan / 2018-Jan / 2020

University of California

📍 Chicago, IL

Specialized in Marketing and Client Relationship Management.

### SKILLS

#### Client Needs Analysis



#### Technical Proficiency



#### Networking Skills



#### Sales Enablement



#### Client Onboarding



### INTERESTS

- 🤿 Scuba Diving    🎮 E-sports  
📖 Reading Fiction    🧩 Puzzle Solving

### STRENGTHS

- 👛 Stewardship    👥 Teamwork  
🔑 Tenacity    🗺️ Vision

### LANGUAGES



### ACHIEVEMENTS

- 🌟 Increased client retention rate by 25% through tailored engagement strategies.
- 🌟 Implemented a new onboarding process that reduced client setup time by 30%.
- 🌟 Achieved a 15% boost in annual sales by identifying and addressing client needs.