

ETHAN MARTINEZ

Client Solutions Manager

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 datadriven 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.



M EDUCATION

Bachelor of Business Administration

Jan / 2018-Jan / 2020

University of California

Thicago, IL

Specialized in Marketing and Client Relationship Management.

- (123) 456 7899
- Los Angeles
- www.qwikresume.com



Client Needs Analysis

Technical Proficiency

10

Networking Skills

Sales Enablement

Client Onboarding

9



Scuba Diving

E-sports

Reading Fiction

Puzzle Solving

STRENGTHS



Stewardship



Tenacity



LANGUAGES





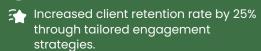


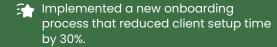
English

Japanese

Dutch

ACHIEVEMENTS





Achieved a 15% boost in annual sales by identifying and addressing client needs.