



# ETHAN MARTINEZ

Client Services Director

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📍 Los Angeles  
🌐 www.qwikresume.com

## SKILLS



## INTERESTS

📖 Birdwatching 🧳 Traveling  
🏠 Sports Coaching 🧶 Knitting

## STRENGTHS

🔧 Pragmatism 🍃 Sensitivity  
💖 Sincerity 📌 Stability

## LANGUAGES



## ACHIEVEMENTS

- 🌟 Spearheaded a customer feedback system that increased satisfaction scores by 15%.
- 🌟 Reduced order fulfillment times by 40% through process reengineering.

## PROFESSIONAL SUMMARY

Seasoned Client Services Director with a decade of experience in driving customer satisfaction and operational excellence. Proven ability to lead diverse teams, implement strategic initiatives, and enhance service delivery. Dedicated to nurturing client relationships and delivering innovative solutions that exceed expectations and align with business objectives.

## WORK EXPERIENCE

Client Services Director 📅 Apr / 2018-Ongoing  
WidgetWorks Inc. 📍 Denver, CO

- Oversaw call center operations and data maintenance, enhancing service delivery standards.
- Achieved a 5% reduction in labor costs through the optimization of staffing schedules.
- Forecasted budgets effectively, aligning expenditures with sales goals.
- Established a quality assurance program, leading to a 30% decrease in database errors.
- Coached cross-functional teams to improve collaboration and customer service response times.
- Developed MS Access databases, halving process completion times.
- Streamlined operations by standardizing procedures and documenting workflows.

Purchasing Manager 📅 Apr / 2015-Apr / 2018  
Crescent Moon Design 📍 Portland, OR

- Managed a reverse auction purchasing program, improving supplier relationships and efficiency.
- Led initiatives that enhanced program effectiveness and operational metrics.
- Created supplier report cards that tracked performance metrics, improving accountability.
- Collaborated with IT to develop KPIs that measured purchasing system performance.
- Reduced manual data entry by transitioning to automated supplier communication.
- Provided actionable insights through exception reporting to mitigate order failures.

## EDUCATION

Bachelor of Business Administration 📅 Apr / 2012-Apr / 2015  
University of California, Berkeley 📍 Denver, CO

Focused on management and customer service strategies.