



# ETHAN MARTINEZ

First Line Manager

## PROFESSIONAL SUMMARY

Accomplished First Line Manager with 7 years of proven experience leading teams to achieve operational excellence in demanding environments. Skilled in optimizing processes, enhancing team performance, and cultivating a culture of accountability. My strategic approach to employee development and training has consistently driven significant improvements in productivity and morale. I am dedicated to fostering collaboration and implementing innovative solutions that align with organizational goals.

## WORK EXPERIENCE

**First Line Manager** Jan / 2021-Ongoing  
**Blue Sky Innovations** Chicago, IL

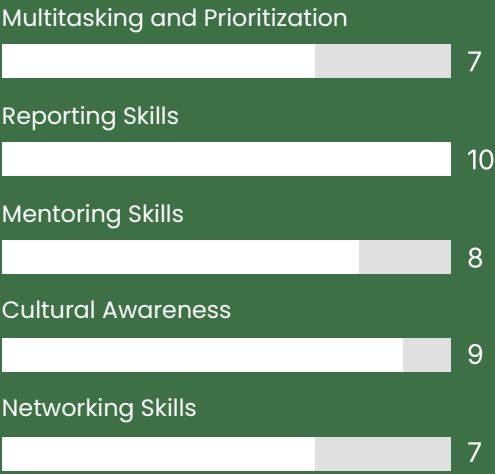
1. Oversaw staffing and leadership of teams responsible for delivering technical solutions across multiple software platforms globally.
2. Maintained business controls and directed audit preparedness, ensuring compliance with financial metrics.
3. Successfully established and launched new Support Centers in Atlanta, India, and Singapore, enhancing global service delivery.
4. Managed a diverse team of 27 Software Engineers, facilitating both local and remote collaboration.
5. Led recruitment and retention strategies for a department of 70 employees, significantly improving team stability.
6. Boosted customer satisfaction scores from 66% to 87% through strategic service improvements.
7. Coached and evaluated staff performance, leading to consistent achievement of departmental objectives.

**First Line Manager** Jan / 2018-Jan / 2021  
**Lakeside Apparel Co** Chicago, IL

1. Provided leadership to ensure direct reports adhered to internal policies and operated efficiently.
2. Collaborated with team members to troubleshoot and resolve packaging equipment issues, enhancing operational flow.
3. Facilitated the deployment of Enhanced Team Leaders, fostering a collaborative team environment.
4. Assigned tasks and conducted training sessions to develop personnel capabilities and ensure compliance.
5. Managed cash receipt processes, ensuring accuracy during opening and closing operations.

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## SKILLS



## INTERESTS

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

## STRENGTHS

🧳 Stewardship 🤝 Teamwork  
🔗 Tenacity 🏠 Vision

## LANGUAGES



## ACHIEVEMENTS

🌟 Increased team efficiency by 30% through the implementation of streamlined processes.