



ETHAN MARTINEZ

Front Desk Sales Associate

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📍 Los Angeles

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PROFESSIONAL SUMMARY

Accomplished Front Desk Sales Associate with a decade of expertise in delivering outstanding customer service and driving sales growth. Proficient in managing front desk operations, fostering client relationships, and utilizing effective communication to enhance customer experiences. Bilingual in English and Spanish, I am dedicated to creating a welcoming atmosphere that promotes client satisfaction and loyalty.



WORK EXPERIENCE

Front Desk Sales Associate

📅 Apr / 2018–Ongoing

WidgetWorks Inc.

📍 Denver, CO

1. Scheduled appointments and processed client billing efficiently.
2. Maintained a clean and organized front desk environment.
3. Managed inventory and ensured product availability for clients.
4. Explained and sold various membership and product packages to clients.
5. Recommended merchandise based on customer needs and preferences.
6. Operated cash register to handle cash, check, and credit transactions.
7. Replenished stock and processed shipments to maintain inventory levels.

Lead Front Desk Sales Associate

📅 Apr / 2015–Apr / 2018

Crescent Moon Design

📍 Portland, OR

1. Welcomed guests and provided information on services and promotions.
2. Handled client inquiries via phone and in-person, ensuring excellent service.
3. Sold membership packages and wellness products, increasing revenue.
4. Utilized scheduling software to manage appointments and guest records.
5. Opened and closed the facility, ensuring security and compliance.
6. Monitored gym activities to ensure a safe environment for all clients.



EDUCATION

Associate of Applied Science in Business

📅 Apr / 2012–Apr / 2015

City College

📍 Denver, CO

Studied business management principles, focusing on customer service and sales techniques.



SKILLS

Proficient In Microsoft Office Suite



Strong Organizational Skills



Adaptability



Cultural Awareness



Sales Presentations



Lead Generation



INTERESTS

🤿 Scuba Diving

🎮 E-sports

📖 Reading Fiction

🧩 Puzzle Solving



STRENGTHS



Stewardship



Teamwork



Tenacity



Vision



LANGUAGES



English



Swahili



Japanese



ACHIEVEMENTS



Increased sales by 20% through effective upselling techniques.



Achieved 95% customer satisfaction rating through exceptional service.