



ETHAN MARTINEZ

Service Trainer Assistant

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PROFESSIONAL SUMMARY

Driven Service Trainer Assistant with two years of experience in enhancing team performance through tailored training programs. Adept at fostering a positive learning environment and improving service delivery. Passionate about empowering employees to excel in customer interactions and committed to continuous professional development.

WORK EXPERIENCE

Service Trainer Assistant

📅 Apr / 2024-Ongoing

Blue Sky Innovations

📍 Chicago, IL

- Facilitated comprehensive training sessions for new employees, ensuring clarity on service protocols.
- Monitored and evaluated employee performance to maintain high standards of customer satisfaction.
- Collaborated with management to refine training materials based on team feedback.
- Addressed customer inquiries and complaints effectively, leading to improved service ratings.
- Supported the service team in daily operations to enhance workflow efficiency.
- Provided constructive feedback to trainees, fostering skill development and confidence.
- Developed engaging training content that aligned with company objectives and service standards.

Asst. Service Trainer

📅 Apr / 2023-Apr / 2024

Crescent Moon Design

📍 Portland, OR

- Consistently delivered exceptional guest service, positively impacting overall customer experience.
- Proactively resolved guest concerns, promoting a welcoming atmosphere.
- Maintained adherence to service protocols during peak operational times.
- Trained team members on best practices for customer engagement and service excellence.

EDUCATION

Associate of Applied Science in Hospitality Management

📅 Apr / 2022 - Apr / 2023

Culinary Institute of America

📍 Chicago, IL

Focused on customer service excellence and operational management within the hospitality industry.

SKILLS

Effective Communication



Training Coordination



Program Development



Conflict Resolution



Team Leadership



INTERESTS

🎨 Art

🤝 Volunteering

🌲 Hiking

🧘 Yoga

STRENGTHS

🔍 Criticality

☰ Detail-oriented

🤝 Diplomacy

😊 Enthusiasm

LANGUAGES



English



Dutch



Arabic

ACHIEVEMENTS

★ Successfully trained over 20 new staff members, resulting in a 15% increase in customer satisfaction scores.

★ Implemented a feedback system that improved training effectiveness by 30%.