



# ARTHUR MARTINEZ

720-716-1032

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3488 west Quincy ave., 4-201,

Englewood, Colorado 80110

## PROFESSIONAL SUMMARY

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### SKILLS

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- Relationship building
- Concrete and metal assessment
- Plumbing repair
- Coordinate work
- Sales techniques
- Painting
- Improve employee performance
- Resolve grievances

### EXPERIENCE

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**Owner, Lil Arts Handyman Services**, Jan 2000 - Jan 2021, Englewood, Colorado

- Managed business accounts by networking and communicating with crucial account decision-makers to review service delivery and explore opportunities to develop new business.
- Increased revenue and reduced risk by enforcing company policies and improving operations.
- Created culture focused on customer service and satisfaction, resulting in improved customer loyalty and retention.
- Consulted with customers to understand problems and preferences for planned work.
- Determined tools and equipment needed after assessing repair and maintenance jobs.
- Investigated possible problems and implemented solutions to prevent reoccurrence.
- Responded to out-of-hours calls to handle emergency repairs.

**Head Detailer, Calbier Collision**, May 2020 - Sep 2020, Littleton, Colorado

- Polished glass windshields, vehicle mirrors, and chrome accessories.
- Washed, waxed, and buffed exterior of vehicles.
- Cleaned upholstery, rugs, and other surfaces using cleaning agents, applicators, and cleaning devices.
- Created strong relationships by promptly answering questions, following up after service appointments, and implementing customer incentive program.
- Cleaned service areas regularly to maintain customer-ready appearance.
- Removed interior stains, vacuumed carpets, and washed surfaces to restore professional look to vehicle interiors.
- Inspected quality of work performed to customer satisfaction.

### EDUCATION

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High School Diploma, Science, Social Studies,  
Math,Swimming,Cooking,Sowing,Computers

Jun 1995

**Drnver South High** - Denver, Colorado

- GPA 3
- 3.8

### **ADDITIONAL INFORMATION**

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Self starter. Motivation is my middle name. I am aware of the urgency to get the apartments up to par, maintaining the upkeep of the maintenance department is my main goal .Close to home.I would like to thank you for your time and consideration. Uf given this great opportunity won't let you down .