

# Thomas Martinez

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- **Dedicated customer service manager with 7+ years of experience** in "big box" retail. Consistently achieve record-high customer satisfaction rankings.
  - **Respected builder and leader of customer-focused teams**; instill a shared, enthusiastic commitment to customer service as a key driver of company goal attainment. Lead by example and ensured the execution of all safety, security, quality and company operations policies.
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## Areas of Expertise

*Customer Service Management  
Complaint Handling & Resolution  
Retail Operations Management*

*Customer Satisfaction Enhancement  
Sales & Margin Improvement  
Power Lift Equipment Trainer*

*Teambuilding & Training  
Cost-Reduction Strategies  
Order Fulfillment*

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## Professional Experience

The Brewery Closet — Firestone, CO

4/11 to Present

### **Account Manager**

Foster an environment in which clients enjoy high levels of service. Manage new and existing brewery accounts to ensure friendly and efficient transactions to help promote brewery success.

#### Selected Contributions:

- Produced company web site. Selected popular products from promotional experience that would be beneficial to the Brewing Industry.
  - Merging purchaser databases into a new advertising program. Implement a bi-weekly advertisement to all clients of upcoming specials.
  - Cultivate productive partnerships between clients, embellishers and distributors.
  - Volunteer in events that help promote the Brewery Industry. Award winning service exceeding the participants needs.
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Rocky Mountain Sports — Louisville, CO

10/06 to 4/11

### **Customer Service/Inside Sales**

#### **Divisions including; Rocky Mountain Sportswear, Imperial Headwear and adiPlayer**

Maintained client base while growing into new markets, including sales, inventory, merchandising and cost controls.

#### Selected Contributions:

- Cultivated a positive relationship with distributors and embellishers. Surpassed expectations. Meeting or beating deadlines.
  - Transformed operation that was posting annual losses to achieve lower overhead and increase profits within one year. Met or exceeded all client expectations despite the reduction of key personal.
  - Introduced new markets to products and services.
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## Education and Training

Community College of Denver — Denver, CO

1/85 to 5/86

### **Associates Degree in Applied Sciences**

Home Depot

11/99 to 10/06

**Management Training:** Completed numerous courses and seminars in customer service, sales strategies, inventory control, loss prevention, time management, leadership, performance assessment and lift equipment safety.