

NICOLE MARTINEZ

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I leverage my expertise to quickly learn software, schedule appointments, and deliver high-quality customer service. Proven track record of efficient learning, one-call resolution, and reduced call volume. A driven and integrity-focused team player with a strong work ethic.

SEPTEMBER 2022 - SEPTEMBER 2024

LOGISTICIAN/ACCRUALS,

SUNDYNE, LLC

- Generate documents that are required for domestic and international shipments including, AWBs, BOLs, commercial invoices, packing lists, Certificate of Origins, Free Trade Agreements certificates, knowledge of global packaging requirements, AES filings prior to export, support AES initiatives, Excel, Word, Adobe, JD Edward's software, experience with using Transportation Management System (TMS), taking inbound calls and making outbound calls to customers and freight companies, reading blue prints and ordering customized crates with correct stenciling for shipments and making sure they are delivered on time, knowledge of Department of Transportation Regulations, National Motor Freight Classification, running day to day accruals and end of the month using ReportsNow, Recon, and Data2 Logistics and turning the results to Finance Dept. Setting up new accounts through customers and Finance Dept. Creating POs for customers both for importing and exporting, training new hires

MARCH 2019 - SEPTEMBER 2022

DISPATCHER/IT/TRAINER,

MASTER ROOTER

- Taking inbound and outbound calls for services pertaining to plumbing, excavating, and HVAC needs with both customer and technician, scheduling appointments and making sure the correct technician gets assigned to the right task, de-escalating situations with customers, providing proper fixes and updating software to the office needs, checking out proper tools to technicians and making sure tools get checked back in, setting up the day to day appointments in the morning and transferring phones from morning to night and night to morning, training new hires for dispatcher role, managing third party accounts through Thumbtack and Angi and calling customers needing help with plumbing and HVAC services.

APRIL 5, 2009 - MARCH 20, 2019

CUSTOMER SERVICE, HOMEADVISOR

- Taking inbound and outbound calls in different departments: PA department, Flex department, Senior Care department, Elite360 department, and Homeowner Inbound Team. Assisting homeowners in finding the right service professional for their home

improvement needs, helping the homeowner in setting up appointments with the service professionals, transferring the homeowner to the service professional, while making sure that the customer is satisfied with their results and getting the help that they need before and after project completion, testing new product programs and new markets both with the homeowner and service professional, taking overflow calls for other departments and learning the job requirements on demand such as: Credits, Customer Solutions, Instant Booking, and Rating and Reviews, switching between inbound calls and outbound calls throughout the duration of any one shift, using multiple types of computer and software programs, phone dialers, and excel, simultaneously, multitasking with efficiency and accuracy, assisted in starting and training a new department, Elite360, testing and providing insight to upper management to better improve the department for future employees, ongoing training of new hire employees

May 2005

SOME COLLEGE, COLORADO STATE UNIVERSITY 2001 /UNIVERSITY OF NORTHERN COLORADO 2002-2005

I attended college for 4 years, while majoring in a Bachelor of Arts with emphasis on graphic design. I performed in different community services from helping out with Thanksgiving food drives to helping younger athletes better develop their skills with softball clinics. I played softball on a scholarship, made athlete of the week with my grades and athleticism, and lettered in all four years of softball.

MAY 2001

DIPLOMA, ALAMEDA HIGH SCHOOL

I maintained a 4.0 all four years, graduating with honors, lettered all 4 years of softball and basketball, made 1st Team All State Academics all four years, Who's Who Among American High School Students, Gatorade Athlete of the Year, 1st Team All State Softball, 1st Team All-Conference Softball, 2nd Team All State Basketball, 1st Team All-Conference Basketball, took AP classes Junior and Senior year, and even graduated 15th out of 200 students.

- A very quick learner with computer software and programs
- Type 70 wpm
- A great multitasker
- Provides a lot of feedback and ideas
- Great customer service skills
- Basic knowledge of home improvement projects
- Can work in fast paced environments efficiently and effectively