

# Kim Martinez

Customer Experience & Benefits Support Professional

Louisville, Colorado

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## Professional Summary

Customer-focused professional with 5+ years of experience in customer experience, benefits, and payroll support within fast-paced, consultative environments. Proven ability to manage complex inquiries, escalations, and sensitive payroll and benefits issues, build trusted relationships, and collaborate cross-functionally to support employees, customers, and business operations. Known for proactive problem-solving, clear communication, and delivering high-quality service in mission-driven organizations. Bilingual in English and Spanish.

## Core Skills

- Customer Experience & Stakeholder Support
- Benefits & HR Support Coordination
- Payroll Administration & Support
- Account & Relationship Management
- Customer Escalation Management & Conflict Resolution
- Inbound & Outbound Communication (Phone, Email, Virtual Meetings)
- Issue Resolution & Case Management
- Cross-Functional Collaboration
- Process Improvement & Documentation
- Salesforce (CRM)
- Google Workspace (Gmail, Calendar, Docs)
- Zoom
- Bilingual Communication (English & Spanish)

## Professional Experience

### Customer Experience / Benefits & Payroll Specialist

AES Clean Energy - Louisville, Colorado

2022 - Present

- Act as a primary point of contact for employee and stakeholder inquiries related to benefits, payroll, and HR processes.
- Provide consistent, empathetic, and accurate guidance through phone, email, and virtual meetings in English and Spanish.
- Handle escalated inquiries and complex payroll or benefits issues, ensuring timely and accurate resolutions.
- Support payroll administration, including payroll inquiries, deductions, and employee compensation questions.
- Assist with benefits coordination, renewals, and employee questions while ensuring compliance with company policies and regulations.

- Manage a high volume of inquiries while maintaining attention to detail and service quality.
- Collaborate cross-functionally with HR, payroll, operations, and leadership to resolve escalations and improve service delivery.
- Maintain accurate documentation and case notes within internal systems.

### **Customer Support / Account Management Specialist**

Sunrun - Denver, Colorado

2017 - 2022

- Supported residential and commercial customers through account inquiries, service requests, and issue resolution in English and Spanish.
- Managed escalations, resolving complex billing, scheduling, and service issues while maintaining strong customer relationships.
- Served as a trusted point of contact, building rapport and long-term customer relationships.
- Coordinated with internal teams to address and resolve issues quickly and effectively.
- Explained technical and contractual information clearly to diverse customer populations.
- Consistently met performance metrics for response time, quality, and customer satisfaction.

### **Education**

High School Diploma

Northglenn High School - Northglenn, Colorado

2009 - 2012