

NOVA MARTINEZ

Customer Service Sales

✉ novamartinez1@email.com

☎ (123) 456-7890

📍 New York, NY

🌐 [LinkedIn](#)

WORK EXPERIENCE

Customer Service Sales

American Express

📅 October 2020 - current

📍 New York, NY

- Increased product recommendation accuracy and CRM efficiency via data organization on Pipedrive
- Tackled 150+ inquiries per day on Freshchat, *improving customer satisfaction rate by 26%*
- Worked with marketing to launch an email campaign using Sendinblue, boosting client outreach by 12%
- Grew brand visibility and interactions by 41% by using Sprout Social for customer engagement

Office Clerk

Adecco

📅 June 2016 - September 2020

📍 Melville, NY

- Improved document retrieval efficiency by *orchestrating the transition of 1,200+ physical documents to a digital format*
- Coordinated meeting schedules for a team of 37, improving productivity and reducing scheduling conflicts
- Managed data entry tasks with a high accuracy rate, reducing data correction time and increasing efficiency
- Cut travel-related costs and ensured seamless business trips by overseeing arrangements for C-suite executives

Waitress

Ted's Pizza Palace

📅 May 2014 - May 2016

📍 Menomonie, WI

- Upsold menu items and contributed to a 20% boost in additional sales over a six-month period
- Boosted client satisfaction ratings by 18% by working with kitchen staff to accommodate special dietary requests
- Handled high-pressure situations during peak hours, serving 220+ customers per shift
- *Eliminated shortages through regular inventory checks* for cutlery and dining room supplies

EDUCATION

Bachelor of Science

Retail Merchandising and Management

University of Wisconsin - Stout

📅 2012 - 2016

📍 Menomonie, WI

SKILLS

- Pipedrive
- Freshchat
- Desk.com
- Aircall
- Sprout Social
- Sendinblue

HOBBIES

- Poetry writing
- Portrait sketching
- Vector illustration