

Robert Martinez

Greater Seattle Area



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Summary

I am a strong creator with a Bachelor's degree focused on Game Design and Interactive Media Design. Have over 12 years of in-depth customer service experience. Ability to prioritize and work under extreme work pressure in real-time services needs or deadlines.

Experience



Tcoe Universal Associate SME

Comcast

Jan 2018 - Present (4 years 11 months +)

On top of supporting customers, Technicians for day-of-job requests, I was also responsible for special requests such as refer to maintenance for the outside network. Being a part of the developing team where we are responsible for creating training content, setting and communicating work priorities, updates, and issues that would emerge during the day.



Technician Service Center Fulfillment

Comcast

Mar 2016 - Jan 2017 (11 months)

Responsible for providing key support, during installations and service calls, to field technicians serving residential customers. Worked with moderate supervision/guidance. Is accountable for individual results and impact on team.



Customer Experience Associate (Repair)

Comcast

Oct 2013 - Oct 2015 (2 years 1 month)

Facilitate interactions with customers in a way that is in accordance with the Company's service delivery strategy. Establish rapport and promote effective relationships, upholding Comcast's commitment to the customer experience through our Credo, Voice of the Customer (VOC) surveys, and the Comcast Customer Guarantee.

Responsible for answering incoming calls regarding technical questions and problem resolutions related to Comcast products as well as customer equipment. Handle billing overflow calls. Work to minimize and/or reduce truck rolls. Offer Comcast products and services to meet customer needs. Exercise sound judgment, and acted in the best interest of both the customer and company.



Lead CSR

Circle K

2010 - 2013 (4 years)

Education



Collins College

Bachelor of Arts in Visual Arts , Game and Interactive Media Design

2008 - 2012

Skills

User Experience Design (UED) • Game Design • Testing • Game Development • Inventory Management • Inventory Control • Sales • Retail • Technical Support • Merchandising