

Vanessa M. Martins

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Work Objective

To obtain a career opportunity that is beneficial to both employee and employer, one with plenty of opportunities for growth and advancement within the company that allows an opportunity for further development.

Personal Profile and Professional skills Summary

Experienced and innovative problem solver who thrives on challenges and excels under pressure. An intelligent and enthusiastic team player with outstanding communication and interpersonal skills. A strong reputation for being professional, creative, resourceful, collaborative, and detail-oriented in any work environment. Highly organized and dedicated with a positive mental attitude and a growth mindset. Excellent in addressing interdepartmental, multi-stakeholder, and customer-facing customer service issues with an emphasis on customer satisfaction and resolve concerns with a tactful, empathetic, collaborative and timely approach.

Core Competencies

- Advanced Computer Literacy
- Data Compilation & Analytics support
- Project Management support
- Customer Relationship Management Platforms (Salesforce and Guest Services Suite)
- Interdepartmental Coordination & personnel training
- Workplace/Office Management
- Customer Service
- Workflow Development and Implementation

Work Experience

Disney Central April 2024 – Present

Lake Buena Vista, FL

Sales & Solutions Agent

The initial point of contact for guest requests for medical accommodations is submitted via a telephone call, zoom call, or through the company chat program, Live Engage. Provide high-level customer support by vetting customer requests with exceptional professionalism, empathy, and respect by applying internal requirements and policies and leveraging personal expertise and good judgment. Trusted with sensitive,

confidential, and critical guest personal and medical information.

Walt Disney World Animal Kingdom February 2020 – April 2024

Merchandise Trainer

Provided superior guest support and engagement by being the point-person for guest inquiries, staff onboarding and training, and managing product inventory. Previous support and training within Disney Food and Beverage operations, Attractions and Merchandise

Omaha Steaks October 2022 – December 2023

Remote Position Seasonal Contract CSR

Responsible for the receipt, evaluation and processing of customer claims submitted via telephone call, email, or through internal ticket platform. Trusted to use good judgment in applying internal policies, procedures, and handle personal and financial information to resolve customer inquiries, requests, or claims.

Inktel/AppleOne January 21 – February 2022

Remote Position CSR

Initial point of contact for customer inquiries, requests, and scheduling via telephone. Orlando

Kent Hospital July 2018 – December 2019

455 Tollgate Rd, Warwick, RI

EKG Cardiac Tech II / ER Tech

Served as lead staff responsible for coordinating critical medical services by processing orders on behalf of the patient through the hospital computer system, coordinating with the relevant medical staff including doctors and specialists, and the documentation, accuracy review, and maintenance of Hospital records. Performed electrocardiograms, stress tests, and Holter monitor tests for inpatient, outpatient, and Emergency Room areas.

Frito-Lay September 2017 – January 2020

45 Stamp Farm Rd, Cranston, RI

Merchandise Detailer/Route Sales Rep.

Implementation of governmental and internal safety procedures and protocols. Responsible for outreach and continuous customer contact by ensuring customer needs are met, timely delivery of the product, and maintaining internal customer data platform is accurate and up to date. Manual inspection and correction of all orders delivered while maintaining compliance with individual customer directives.

Dave's Marketplace July 2017 – July 2018

371 Putnam Pike, Smithfield, RI

Pizza Dept/Cashier

Responsible for maintaining and reporting product inventory, sales data, and the implementation and compliance with food safety regulations. Maintaining orders and sales within the department

Commercial Solutions December 2015 – January 2017

21 Industrial Drive, Smithfield, RI 02917

Account Estimator

Served as a Lead Account Representative to various accounts by providing customer billing, coordination, and outreach. Responsible for the cultivation of a positive relationship with the client. This included coordination of clients, vendors, internal staff, and resources to ensure client needs are met. Independently drafted and reviewed client proposals delivered PowerPoint presentations on proposal specifics and oversaw implementation of approved proposals. Served as sole liaison between internal and external stakeholders.

Wal-Mart September 2003 – March 2016

1776 Plainfield Pike, Cranston, R.I. 02921

Zone Merchandise Mgr

Promoted from an individual contributor to a supervisory finance role to oversee and maintain corporate financial accounts, cash accounts, merchandise inventory, shipping and receiving, external claims, invoicing, and billing. Also responsible for the update and implementation of diverse government and internal regulations and policies.

NG&G Services International

163 Jenckes Hill Rd Lincoln RI October 2006 – March 2009

Account Estimator/CSR

Responsible for customer billing and coordination. Ensured a positive relationship with the client through excellent customer service including consistent communication and diligent response and resolution of client requests. This included coordination of vendors, internal staff, and resources. Independently drafted and reviewed client proposals, delivered PowerPoint presentations, and oversaw implementation of approved proposals.

Education

Southern New Hampshire University
Bachelor of Science in BS Environmental Science

SNHU (Dec 2021- Aug 2024)

911 Programs: Patient Care Technician with BLS (State Licensed CNA, EKG, Phlebotomy NHA Certified)

University of Rhode Island (June 2003-May 2004) Marine Science Coursework