



# Martina Torres

## Professional Summary

Results-focused International Account Manager offering 9 years of experience and a demonstrated record of achievement in sales and customer relations. Able to set up agreements, manage a global customer base and prospect for new leads in a self-motivated and success-driven manner. Looking for a dynamic and growth-oriented position in a fast-paced environment.

## Work History

DexYP - Account Manager  
Overland Park, KS  
07/2018 - Current

- Advocate for clients on a daily basis by assisting them with all things internet related.
- Providing them with solutions and tools to assist with their business online.
- Provide customizable software that offers Customer Relationship Management, SEO, Marketing, online invoices and estimates, email marketing, social media management.
- Manage a \$250K valued Book of Business and responsible for growing and cultivating the client.
- Assist clients with onboarding solutions and building content for client online.
- Assist and execute with building print ads and marketing ads for directory distribution.
- Maintained top 5 spot overall for account manager since initial hire.

GoDaddy - Mid Market Account Executive  
Gilbert, AZ

[martina@mdtorres.com](mailto:martina@mdtorres.com)  
(913) 278-3781  
13611 Carter Road, #301, Overland Park, KS 66221

- <https://www.mdtorres.com>

## Skills

- Relationship building and management
- Oral and written communication
- Systems and software programs
- Optimizing business processes
- Collaborating with designers
- Strategic planning
- Mentoring and coaching
- Client development
- Networking skills
- Database management
- In-depth knowledge of Salesforce
- B2B sales
- Powerful negotiator
- Knowledge of Lean Six Sigma processes
- Microsoft 360 expertise
- Client acquisition
- Revenue generation
- Risk management processes and

*11/2014 - 02/2018*

- A trusted business advisor to GoDaddy's Premier Support customers providing guidance around operations and optimization of their IT infrastructure through quality IT Service Delivery Management.
- Manage incidents to resolution and then follow up to ensure either product improvement within GoDaddy or operational improvement within the customer's IT environment.
- Gain an understanding of customers' IT organizations' impact on overall business, their IT goals, and their pain points.
- Maintain a long-term relationship with customers.
- Prepare a Service Delivery Plan to ensure customers' operational success with GoDaddy products and services.
- Received Top in Sales Award, recognizing top 10 performers, exceeding annual efficiency goals and conversion rates, in 2015, 2016, and 2017, utilizing training tools and online courses, and keeping current and up-to-date on new technology.
- Demonstrated high level of knowledge in areas of C-Panel Hosting, MSFT Office, IMAP and POP Email Migrations and other relevant information through presentations to C-level position holders.
- Utilized closing skills, generating \$1 M - 1.5 M in revenue for company on annual basis.

### **Earnhardt Auto Centers - Internet Sales and Leasing Manager**

Phoenix, AZ.

*11/2012 - 01/2014*

- Facilitated automobile trades with other dealers in market.
- Selected models and purchased inventory for dealership.
- Managed Active Engage.
- Led sales team, consistently meeting or exceeding goals, focusing on customer needs and presenting win-win solutions.
- Expanded product knowledge of sales team through engaging training program, resulting in greater customer satisfaction scores.
- Engaged with customers, demonstrating product features and providing comparison information.

analysis

- User interface understanding
- Technological integration
- Excellent problem-solving abilities
- Remote access technology
- Website optimization
- Excellent diagnostic skills
- Data backup and retrieval
- Website and portal monitoring
- Web platform development
- Content marketing strategy
- Windows and Linux
- Consultative support
- System backups
- PHP
- Website maintenance
- Online conferencing
- Email management software
- SEO coding and strategy
- Proficiency with CRM systems
- Highly competitive
- Trend forecasting
- Self-motivated
- Forecasting abilities

---

### ***Education***

Devry University

Phoenix, AZ.

Bachelor of Science (BS):

Computer Engineering Technology

81 Credit Hours Completed

- Earned Salesperson of the Month multiple times, maintaining repeat clients.

## The Honda Superstore of Lisle - Internet Manager

Lisle, IL

*01/2010 - 11/2012*

- Managed team of 10+ employees, maintaining positive and fun working environment.
  - Trained employees on upselling, adding additional revenue to each sale, and enhancing education and presentation of service plans.
  - Lead department to 5th in dealership ranking for Honda in service plan attachments and 75th in accessories added, increasing income by selling solutions that fit the client.
  - Executed sales strategies during peak times, maximizing every sale.
- 

### *Additional Information*

- AWARDS , Deans List Summer, Fall 2015
- 

### *Accomplishments*

- Increased sales by 35% within 6 months.
  - Managed and coached a team of 15 staff members in generating sales resulting in a 20% increase of revenue per sale.
- 

### *Affiliations*

- Latinos in Tech
- Women In Tech

---

## *Volunteering Commitments*

Union Station Kansas City  
Oct 2018- Present

Overland Park Arboretum  
Nov 2018 - Present

Nelson-Atkins Museum of Art  
ShuttlecART Driver  
Jan 2019- Present

Kansas City Ballet  
Nov 2018- Present

Bridge of Hope Mission  
Nov 2018- Present