



# MARTINA TORRES

## CONTACT

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## WEBSITES, PORTFOLIOS, PROFILES

- <https://www.linkedin.com/in/no1mami>
- <http://mdtorres.com/>

## EDUCATION

January 2015

Bachelor of Science: Computer Engineering Technology

**DeVry University**, Phoenix, AZ

## CERTIFICATIONS

- Surgical Technology
- Retail Pharmacy

## PROFESSIONAL SUMMARY

Resilience Master. Mixed with tech, sales and a lot of people skills.

## SKILLS

**Customer Satisfaction**

**Product and service knowledge**

**IT Infrastructure Planning**

**Sales**

**Disaster Recovery Planning**

**Cross-Functional Team  
Collaboration**

## WORK HISTORY

June 2022 - July 2023

**Radiology Information Systems & PACS Sys Admin, ONRAD,**  
Phoenix, AZ

- Implemented and supported multiple imaging applications for Hospital's, Radiologists, and clients including optimizing the end user experience
- Worked with applications, database, clinical environment, user experience, and sub-system performance of these clinical applications
- Worked on complex projects requiring understanding of imaging clinical applications to define project requirements and perform complex data collection and analysis.

July 2018 - February 2022

**Business Advisor, Thryv,** Overland Park, KS

- Improved operational efficiency for clients through detailed analysis of their current processes and recommending adjustments.
- Identified new market opportunities for clients, fostering business expansion and increasing revenue potential.
- Collaborated with cross-functional teams to implement successful change management initiatives within client organizations.

January 2016 - February 2018

**Mid Market Corporate Account Executive Specializing in  
Office 365, GoDaddy,** Gilbert, AZ

- Sales, Migration and implementation of Microsoft Office Suite and email to mid to large sized businesses

- If something unexpected occurs I manage the incident to resolution and then follow up to ensure either product improvement within GoDaddy or operational improvement within the customers IT environment.
- Gain an understanding of customers' IT organizations' impact on overall business, their IT goals, and their pain points - Prepare a Service Delivery Plan to ensure customers' operational success with GoDaddy products and services.

November 2014 - January 2016

**Hosting and Technical Support, GoDaddy, Tempe, AZ**

- Experienced in supporting Windows and Linux servers
- Sort technical issues of customers through phone or email and provide them with instant solutions
- CMS: Wordpress, Drupal, Joomla, perform migrations and updates of multiple websites on a daily basis.

November 2012 - October 2014

**Leasing Manager, Earnhardt Honda, Avondale, AZ**

- Built strong relationships with clients through exceptional customer service, resulting in increased lease renewals.
- Streamlined the leasing process for efficiency by implementing an online response system.
- Managed lease agreements from inception to termination, ensuring legal compliance and minimizing potential disputes between parties.

October 2008 - October 2012

**Internet Sales Manager, The Honda Superstore Of Lisle, Lisle, IL**

- Boosted customer satisfaction with timely responses to inquiries and personalized follow-up communication.
- Developed innovative sales campaigns, resulting in increased web traffic and conversion rates.
- Increased dealership revenue with effective sales strategies tailored to individual client needs.