Martina Torres

Own your narrative.

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Summary

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

Work experience

Azure Consultant

2022-01 - 06-2022

Microsoft, Tempe, US

United States
Drive an aligned and efficient end to end global communication strategy and global delivery plan to stakeholders.
Drive Continuous Improvement globally thru working with regional CLM's to distill business insights and market knowledge.
Provide insights & learning based on voice from our Vendor and Sales
communities through regular channels (Voice of Business)
Develop and deploy plans aligned to a global strategy to improve consumption across target customer audiences.
Ensure the quality meets stakeholder requirements from a self-serve
perspective.

Account Executive

2021-12 - present

Files.com, Scottsdale, US

Scottsdale, Arizona, United States
Client Acquisition for Europe, the Middle East, Africa, Canada and the Eastern
US.

Wordpress Instructor

2020-06 - 2021-09

Endurance International Group, Tempe, US

United States

Mid Market Corporate Account Executive Specializing in Office 365

2016-01 - 2018-02

GoDaddy, Gilbert, US

Arizona

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. 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 customer's IT environment. Maintain a long-term
relationship with customers.
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.

Customer satisfaction
Customer Health through Service Delivery Planning & Execution
Management of support services to Premier customers
Managed a diverse and complex scope of support issues
Work with management only when necessary to resolve sensitive issues
Solved complex support issues effectively. Escalates as necessary for confirmation of solutions or other options as needed
Assesses customers' risks and needs and recommends appropriate service
offerings to proactively address
Documents recommendations formally via service delivery plan and presents to customer
Manages the delivery of recommended/agreed-upon services to achieve high
customer satisfaction and trust.
Determines most effective method of problem resolution by utilizing internal
resources when necessary
Consistently demonstrates concise and effective communication with customers and employees
Occasionally leads sharing of best practices and guidance with team
community
Consistently establishes and maintains working relationships with internal
support delivery teams, customer support teams, customer contracts and materiel representatives

Outbound Sales Representative   2015-11 - 2016-01

GoDaddy, Gilbert, US

Arizona
Build rapport with new and existing customers while multi-tasking and following
a consultative sales approach.
Sell GoDaddy products and services via outbound phone calls while meeting
daily and monthly performance targets
Learn all products and services to become a GoDaddy expert who provides
solutions based on customer goals
Resolve technical issues related to any GoDaddy Hosting service, FTP clients,
cPanel, WordPress, Plesk, MySQL and more while navigating through multiple
systems

Hosting and Technical Support   2015-03 - 2015-11

GoDaddy, Gilbert, US

Experienced in supporting Windows and Linux servers. Manage and troubleshoot FTP, cPanel, Plesk, and
MySQL. Sort technical issues of customers through phone or email and provide them with instant solutions.
PHP configuration, DNS, worked with multiple database applications. CMS:
Wordpress, Drupal, Joomla, perform migrations and updates of multiple
websites on a daily basis.

Inbound Technical Support   2013-11 - 2015-03

GoDaddy, Gilbert, US

Help the setup process of SSL certificates for customers.
Code reading to determine if a particular file is malicious or not, or if any
change is needed.
Feeding our system with new findings to improve our automation process
Troubleshooting customers websites with WordPress, Joomla, Drupal and other CMS software
General understanding of security principles and use good security practices in general
Linux experience - CLI and cPanel
Experience with Apache, Nginx and other web servers
Experience with WordPress, Joomla, Magento, vBulletin and other CMS
software
Web Malware Experience (decoding, understanding)
PHP and Shell scripting/automation

Education

Bachelor of Science   - 2020-01

DeVry University

DeVry University
Bachelor of Science (BS), Computer Engineering Technology • (2015 - 2020)

Associate of Arts and Sciences   - 2011-01

Robert Morris College

Robert Morris College
Associate of Arts and Sciences (AAS), Surgical Technology/
Technologist • (2009 - 2011)

Qualifications

Top Skills
Customer Satisfaction
Sales
Customer Retention

Certifications

- Surgical Technology
- Retail Pharmacy