

MARTIN ORTIZ

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PROFILE

A dedicated professional with 20 years of leading and developing technical teams, 10 years of software support and 8 years of account management experience. Specializes in superior customer experience and attention to detail in complex environments. A recognized self starter and quick learner, with proven skills in mentoring and leading.

PROFESSIONAL EXPERIENCE

Five9, Remote • Customer Assurance Manager

01/2020 - Present

- o Directly responsible for customer retention that represents millions of dollars in revenue for Five9.
- o Demonstrates strong effective communication for risk management and problem mitigation to stakeholders.
- o Works closely with interdepartmental, cross functional teams to retain high value customers for Five9.
- o Shows a strong capacity for influencing, negotiating and delegating efforts to increase customer satisfaction.
- o Works directly with WFO product teams to increase attention on high priority customer issues.
- o Proactively communicates with high profile customer account teams to address issues before they arise.

Verint Systems, Inc., Remote • Support Account Manager

05/2014 - 08/2019

- o Served as the first point of contact for strategic customers with critical business impacting issues.
- o Responsible for managing support of up to six key Verint clients in the US and abroad.
- o Tactically managed and strategically positioned both company and customer to meet goals.
- o Identified opportunities to expand our product and service offerings to our clients.
- o Developed and supported an internal web tool used to track client issues saving the department ~\$250K.

Starlight Systems, Inc., Austin, TX • Technology Consultant / Systems Integrator

01/2012 - 05/2014

- o Provided strategic guidance on improving IT infrastructure and supporting key business processes.
- o Designed and implemented infrastructure for the development of cXML .NET enabled web services.
- o Developed PHP/MYSQL web service enhancements to track reimbursement services of up to \$1M+/week.

EDUCATION & HOBBIES

Bachelor of Arts, English Literature • St. Mary's University, San Antonio

Enjoys Doing Hard Things • Experienced 100K Ultra-Runner