

David Martin

Customer Service Representative at Smithville Telephone Company

dmartin@smithville.net

Summary

A versatile and skilled customer service professional with excellent hands-on experience in a corporate and non-corporate atmosphere. An assertive manager with outstanding interpersonal, communications, negotiation and people management skills. An entrepreneur with a passion for computers and design.

Specialties

XHTML, CSS, Photoshop, Dreamweaver, Content Management Systems, E-Commerce development, Open Source

Experience

Customer Service Representative at Smithville Telephone Company

November 2008 - Present (9 months)

This is an ideal position for a motivated, positive team player that is committed to exceptional customer service. The qualified candidate must have experience and strong skills in customer service, computer applications, keyboarding, and effective communication. Some technical PC knowledge required. Ability to work under pressure, pay attention to detail, have a positive attitude, multi-task, manage heavy telephone volume and accurately handle money is essential.

Candidate will be expected to maintain quality, time and production standards. Successful completion of a customer service pre-employment and post-employment skills test is required. Must have an associate's degree or five years work related customer service experience.

3 recommendations available upon request

Web Developer / Owner at David Martin Design

November 2004 - Present (4 years 9 months)

David Martin Design is a web development company based in Bloomington, Indiana that offers custom website design, e-commerce, and internet consulting to individuals and small businesses. David Martin Design strives to create websites that add value and create a more professional appearance.

7 recommendations available upon request

Management Assistant at Ace Rent A Car

February 2006 - March 2008 (2 years 2 months)

Assist the Branch Manager in all aspects relating to Collection/AR, Sales, and Customer Service.

Manager at DeAngelo's Casual Italian Dining

August 2005 - February 2006 (7 months)

Took over day-to-day management including staffing, training, purchasing, advertising, customer relations, marketing and menu development. Participated in the concept and design of a lighter fare lunch menu.

1 recommendation available upon request

Education

Ivy Tech

Computer Information Systems, 2001 - 2009

Activities and Societies: Dean's List

Indiana University Bloomington

Informatics, Computer Science, 2000 - 2001

Interests

softball, racquetball, basketball, telecommunications, fiber optics, IPTV, new technology, digital photography, web design, IU athletics

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12 people have recommended David

"David is a taciturn and deliberate person with an eye towards detail. His wry sense of humor allowed him to approach challenging situations in a productive way. I am pleased with his current progress in an occupation directly related to his education and how he has applied that experience to his employment."

— **Bill Worden**, taught David at Ivy Tech

"David was a fantastic manager to work under at DeAngelo's Casual Italian Dining. His management style helped provide a good working an environment while pushing the staff to go the extra mile for the company. While working at DeAngelo's the restaurant underwent many different mangers. Under David Martin the restaurant ran the smoothest and the morale within the employees undergoing this tough time was the highest. Whatever David chooses to do in the future, his management style will help any business complete what is necessary to be successful."

— **David Grunat**, *Server/Bartender, DeAngelo's Casual Italian Dining*, reported to David at DeAngelo's Casual Italian Dining

"David gets the job done. Works with you. Creates quality work."

— **Burden, Richard**, was David's client

"David has great work ethic's, he's punctual and very dependable. He also works very hard to learn all that he can. His enthusiasm and drive for knowledge and to share what he learns is very refreshing. David has brought a lot of good customer service experience as well as technical knowledge to our department. He is an asset to our department and the company."

— **Cassie Axsom**, *Customer Service Manager, Smithville Telephone Co., Inc.*, managed David at Smithville Telephone Company

"David was responsible for designing and running client websites for our company. He was very professional in all his research and never showed up unprepared. His websites were interactive and extremely appealing to the "new" and "old-school" crowd. His extensive analysis of clients' current websites also aided in improving site quality. David provides the professionalism of a large corporation with the personal touch of a small business - always an asset to every project."

— **Erica Bullington**, *Marketing Intern, Winters Associates*, worked directly with David at David Martin Design

"David is a very dependable web designer always willing to do extra work. He's professional, knowledgeable, and has a very good grasp for web design."

— **Joe Grant**, was David's client

"I contracted David while working at a local law firm to build our web page. He did a wonderful job. The site was done well and on the time frame we agreed. His ideas were great and he was very easy to work with. I would hire him again for sure!"

— **Shauna Williams**, was David's client

"David is extremely detailed and thorough in his work. He regularly searches for new information and ideas to implement in his daily work. He is very knowledgeable, customer friendly, and accountable."

— **Kevin Whitham**, *Customer Service Representative, Smithville Telephone Company*, worked directly with David at Smithville Telephone Company

"David is a pleasure to work with and is an excellent and attentive Customer Service Representative. He goes above and beyond in helping customers with their accounts and he is always there to extend a hand to his fellow co-workers."

— **Brooke Yarber**, *Customer Service Representative, Smithville Telephone Company*, worked directly with David at Smithville Telephone Company

"David gets the job done. He is flexible and talented. I recommend him to anyone and will use him again for future projects."

— **Burden, Richard**, was David's client

"I have been flooded with compliments on the web site since David redesigned it."

— **Susan Welsand**, was David's client

"David Martin is a top flight website developer and consultant. He is very easy to work with and brings alot of creativity and flexibility to his work. On top of that, he's a really nice guy who always keeps the client's specific needs in mind first and foremost. Highly recommended!"

— **David Eastman**, was David's client

[Contact David on LinkedIn](#)