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Career Profile

Dynamic and results-driven managerial professional with over 8 years of diverse experience spanning customer experience, sales, operations, supply chain, and project management. Experienced in leading teams, fostering customer centric culture, and driving customer satisfaction, loyalty, and retention. Recognized for delivering outstanding results at Upper Canada Forest Products by receiving an organizational shout-out for excellence. Equipped with an MBA (in progress), CSCP, CAPM, and Lean Six Sigma Green Belt certifications. Also, extremely knowledgeable in Microsoft Office and CRM software (Salesforce and ZOHO). Skilled in optimizing business processes, focusing on value, managing cross functional teams, and enhancing operational efficiency. Solutions oriented, adaptable, organized, and focused on continuous improvement to drive business success.

Work History

Battmobile, Dubai, UAE

August 2024 – May 2025

Customer Happiness Manager

- Served as the primary contact for resolving escalated customer issues and disputes.
- Maintained open communication with customers throughout the resolution process.
- Investigated the root causes of complaints and implemented corrective actions.
- Identified and implemented solutions to prevent recurring issues, collaborating with functional teams.
- Collected and analyzed Voice of Customer (VOC) feedback from post-sales follow-ups, Google Reviews, and complaints.
- Presented VOC insights and recommended process improvements to senior leadership.
- Fostered a customer-centric culture, focusing on Customer Lifetime Value (CLV).
- Oversaw mystery shopping programs and analyzed data to enhance operations.
- Assisted service advisors in managing quote approvals for dissatisfied customers, ensuring trust and transparency.
- Prioritized and facilitated jobs based on customer complaints and CLV.
- Built and maintained relationships with key customers to manage expectations effectively.
- Tracked and reported customer satisfaction metrics to drive continuous improvement.
- Trained the Customer Happiness Department on best practices and communication strategies.
- Developed scripts and response templates for the customer service team, service advisors, and call center.
- Conducted performance assessments for team members, delivered constructive feedback, and implemented development plans to optimize productivity and performance.

Upper Canada Forest Products, Mississauga, ON

January 2023 – January 2024

Sales Operations Coordinator

- Managed customer inquiries via phone, email, and Salesforce CRM, and provided product details and support.
- Converted leads into customers, driving sales while ensuring a seamless customer experience.
- Processed quotes and orders in the ERP system, ensuring accurate data entry.
- Researched suppliers and provided competitive quotes to customers.
- Assisted sales teams with order management, deliveries, returns, and cross-department coordination.
- Resolved customer issues and provided after-sales support.
- Supported invoicing and financial documentation for the accounting team.
- Coordinated with departments to optimize sales, marketing, operations, and logistics.
- Managed sample inventory and marketing material requests.
- Performed various administrative tasks as needed.

Superior Door and Gate Systems Ltd., Mississauga, ON

March 2020 – April 2022

Office and Dispatch Coordinator

- Coordinated commercial and residential gate, dock, and overhead door installations and maintenance.

- Dispatched mechanical and electrical crews based on project schedules and emergencies.
- Monitored project scope changes and implemented corrective actions.
- Researched supplies, engaged suppliers, and managed RFIs, RFQs, and RFPs.
- Provided customer quotes for new projects and maintenance services.
- Ensured client satisfaction and resolved customer issues promptly.
- Assisted accounting with invoicing, discrepancy resolution, and payment processing.
- Handled administrative tasks, including scheduling, calls, and document management.

Eventscape Inc., Etobicoke, ON

Production Coordinator

Administrative Associate

May 2014 – November 2018

July 2015 – November 2018

May 2014 – July 2015

- Managed production schedules, tracked milestones, and maintained inventory.
- Coordinated with stakeholders on progress, issues, and scope changes.
- Maintained logs, status reports, and essential documentation.
- Processed invoices, purchase orders, and shipping paperwork.
- Implemented process improvements to enhance efficiency and reduce defects.
- Evaluated suppliers for cost, quality, and compliance.
- Conducted quality inspections to ensure adherence to specifications.
- Handled administrative tasks as needed.

Education & Training

Master of Business Administration (Ongoing) – Amity University

APICS Certified Supply Chain Professional (CSCP) #181109

Post Graduate Diploma in Project Management and Lean Six Sigma Green Belt - UMass Amherst & Simplilearn

Certified Associate in Project Management CAPM # 2209983 - Project Management Institute (PMI)

Bachelor of Commerce, University of Mumbai, India

Continuing Education Courses and Professional Development Units:

- Performance Management for Leadership Development (Seneca College)
- Supervisory Skills for Business and Industry (George Brown College)
- Mastering Public Speaking (University of Waterloo)
- Logistics and Distribution Certificate (University of Waterloo)
- Material and Operations Management (Conestoga College)
- Operations Management, Indian Institute of Management (Bangalore)
- APICS/ASCM: ASCM Procurement Certificate

Skills

- **CRM & Business Tools:** Proficient in **Zoho CRM, Salesforce, and QuickBooks** for managing customer relationships, sales pipelines, and financial records.
- **Microsoft Office Suite:** Advanced skills in **Excel, Word, PowerPoint, Project, and Visio** for data analysis, reporting, and project management.
- **Organizational & Analytical Skills:** Strong ability to analyze data, identify trends, and implement process improvements to enhance efficiency.
- **Client Relations & Stakeholder Management:** Experienced in building strong client relationships, understanding stakeholder needs, and delivering tailored solutions.
- **Collaboration & Adaptability:** Proven ability to work independently and within teams in fast-paced, agile environments.
- **Procurement & Vendor Management:** Skilled in developing procurement strategies, researching suppliers, and evaluating cost, quality, and compliance factors.
- **Communication & Interpersonal Skills:** Excellent verbal and written communication, with a strong focus on customer engagement and problem-solving.