

Tello Martinez - Implementation Specialist

tellomartinez@outlook.com — 813-389-4337 — Florida — www.linkedin.com/in/tellomartinez

Implementation Specialist with 6 years of experience optimizing & designing onboarding processes. Supports teams across development, implementation, operations, product and reporting departments.

Skills

- Advanced Excel
- SQL
- Data Mapping
- Jira
- Slack
- Salesforce
- Project Scope
- Adobe Creative Suite
- Quality Assurance
- Customer Support
- GSheets
- MS Office
- Data Visualization
- CI/CD
- Zendesk

Professional Experience

Implementation Specialist | 2018

SS&C Technologies - Black Diamond Wealth Platform

Operates proprietary wealth performance reporting application. Initiates support and consults on client implementation and data feed requests. Performs daily retrievals and reconciliation from data sources. Cross-collaborates with teams to continuously add features to proprietary product.

- Supports 500+ clients with the set up of their individual, unique site within our reporting system.
- Developed an Excel macro that streamlined data uploads, resulting in an 8-hour weekly time savings for team members.
- Manages data conversion projects from start to finish while maintaining deadlines and overall client experience.
- Maps data codes to establish direct feeds for daily reconciliation. 100% accuracy with matching custodial data to correct account owner with zero data breaches.
- Uses Jira to request feature enhancements, add documentation, and track data feed management.
- Communicate with data providers to bring past performance onto the proprietary platform to reconcile data daily and for production issues/upgrades.
- Uses SQL queries to run on-demand reports for clients.
- Uses Salesforce to manage projects, dashboards, and deliverables. Support clients with project expectations and requirements.
- Support 3 queues in Salesforce fielding an average of 20 inquires per day and was the top performer each quarter in 2023.
- Uses Slack to communicate with teams internally and to draft continuous learning documentation.

Education

- Bachelor of Science in Finance - University of Central Florida