

Julissa Martinez

Email me: Jmartest24@gmail.com

Denver/Colorado Springs Area

Open to Remote/Hybrid/Relocation

SKILLS & COMPETENCIES

- Project Management
- MS Excel & Google Sheets
- Office Suite, Google Suite
- Ai: Copilot, ChatGPT, Perplexity
- Database Management
- CRM Management
- Salesforce, CVENT, Eloqua
- Paychex, Gusto, ADP, Frank Crum
- Workday, Greenhouse, various ATS
- Business Analytics
- Operations Management
- Budget Management
- SAP
- Concur
- Kaizen Methodologies
- Change Management
- Agile Methodologies
- Vendor Management

PROFESSIONAL EXPERIENCE

Choose Luminary LLC

June 2024 – Present

Business Analytics, & Project Management Consulting

- Offer tailored consulting services to small businesses and individuals, providing strategic guidance in business analytics, and project management. Assist clients in optimizing their operations by implementing effective policies, leveraging data-driven insights for informed decision-making, and streamlining project workflows to enhance efficiency and productivity. Deliver customized solutions that align with business objectives, ensuring sustainable growth and long-term success.

USAA

October 2024 – Present

Insurance Professional – Colorado Springs, CO

July 2018 – July 2019

- Earned the Property and Casualty Insurance Producer license for all 50 states.
- Provided comprehensive administrative support to agents including conducting meetings, creating productivity reports and ensuring compliance with office procedures.
- Consistently strengthened customer relationships through strategic sales techniques, achieving top performer status within the first 60 days. Provided coaching, feedback, and best practices to colleagues, contributing to overall team sales growth.

Multiple Interim Healthcare Offices- Julissa Martinez LLC

November 2022 – June 2024

Consultant, HR, Operations and Project Management – Contractor/Remote

- Successfully integrated two new businesses under the franchise umbrella, ensuring seamless transitions and alignment with standards and objectives.
- Ensure all Human Resource (HR) lifecycle processes are fully embedded and leveraged to support the organization and employees (e.g., development planning, succession planning, performance management, etc.).
- Coordinated with stakeholders to determine the size, scope, and duration of proposed projects and ensure all resources are available and align adequately with anticipated project demands.
- Build and streamline cash flow, accounting tasks, and dashboards to increase financial efficiency and decision-making.
- Facilitated the franchisee's attainment of record-breaking sales figures during the inaugural year of operation.
- Develop key performance indicators (KPI) for the collection, analysis, and reporting of daily activities and initiatives.

Dow Jones/The Wall St. Journal (WSJ) - Sharp Decisions

June 2022 – March 2023

Manager, Membership Operations – Contract/Remote

- Implemented best-in-class tools, processes, and systems to support the ambitious objectives of the membership team, fostering a culture of continuous improvement and innovation.
- Collaborated with Dow Jones Engineering and IT teams to enhance technology infrastructure, analytics capabilities, and operational efficiency across the enterprise membership group, leveraging technological advancements to streamline workflows and drive strategic initiatives forward.
- Acted as the primary operational, product, and technical liaison for key business systems and platforms, including Cvent, Eloqua, and Salesforce, driving optimization and maximizing their utility within the organization.
- Directed initiatives aimed at delivering a seamless experience for members within the professional membership organization, contributing to annual revenue generation exceeding \$50M.
- Redefined business practices across the team, implementing strategies to enhance workflows, foster collaboration, and improve efficiency, thus facilitating scalability.
- Oversaw full compliance for varying contractual requirements, including purchase orders (PO), statements of work (SOW), technical specifications, procurement flow-downs, quality clauses, and commercial terms and conditions.

Interim Healthcare of Oxnard & Santa Monica

Oct 2019 – October 2022

Operations Manager – Remote

- Managed a team of 5 across 2 locations, ensuring compliance with rigorous regulatory requirements for licensing.
- Developed standard operating procedures (SOP) for franchise operations, providing valuable insights to leadership to assess key opportunities and enhance business performance.
- Orchestrated a high-touch candidate recruitment experience for 250+ hires, encompassing job posting, interviewing, credential verification, and managing onboarding/offboarding processes per federal, state, and local regulations.
- Directed all weekly payroll transactions and conducted invoice reviews for a workforce exceeding 400 employees, overseeing time off accruals and generating summary labor reports.
- Utilized a Human Resources Information System (HRIS) database to maintain confidential employee records accurately.
- Designed and facilitated the company's foundational new hire orientation program, while crafting new e-Learning materials focused on retention, performance improvement, and adherence to company policies.
- Consulted with key stakeholders regarding business initiatives and organizational effectiveness to implement change management through a comprehensive change management strategy.
- Successfully onboarded new employees and off-boarded exiting employees.

Cardinal Health

January 2014 – May 2018

Sr. Specialist, Field Service – Indianapolis, IN, October 2016 – May 2018

- Implemented corporate process improvements and integrations, resulting in a remarkable 233% increase in business unit revenue over 2 years, elevating sales from \$1.5M to \$5M.
- Served as the primary consultant for the clinical research lab's business unit, providing support to over 200 global R&D clients and product manufacturers.
- Transformed supplier sourcing processes for clients, resulting in a significant 50% decrease in errors from supplier introduction to inventory management, improving the precision of purchasing decisions.
- Restructured administrative processes to minimize redundancies, delays, and inefficiencies, resulting in optimized office productivity.

Sr. Administrator, Operations Support & HR Site Liaison – Pompano Beach, FL, January 2014 – October 2016

- Served as the Lead Program Manager overseeing 12 nationwide homecare programs, collaborating with Durable Medical Equipment (DME) vendors, nurses, discharge planners, and acute facilities to establish efficient processes.
- Provided direct support to C-suite executives by managing 5 calendars/schedules, coordinating travel arrangements, preparing expense reports, and drafting agendas, ensuring smooth day-to-day administrative operations.
- Led the Employee Activities Committee, orchestrating 30+ events and team-building activities to cultivate a sense of camaraderie and foster an inclusive culture.
- Developed and implemented service SOPs, utilizing tools such as process maps, RACI matrices, value stream maps, and stakeholder analysis to align with integration efforts and drive collaborative enhancements for future states.
- Spearheaded hiring and interviewing processes, facilitated new hire orientation and onboarding, and provided HR business partner support, serving as a liaison for employee benefits, resources, and leave of absence/FMLA guidance.
- Conceptualized, implemented, and updated a real-time online application within the customer interface system, aimed at effectively managing the homecare sales process and enhancing communication among teams and customers.

Various Organizations

January 2008 – December 2013

Part of World Class organizations, awarded for performance excellence in providing exceptional customer service in American Express and T-Mobile (4+ Years). Top recruiter for various clients within Randstad USA. (1 Year)

EDUCATION & CERTIFICATIONS

Bachelor of Science, Human Services Administration

Nova Southeastern University

Business Analytics Certification

Cornell University

Certified Associate in Project Management (CAPM)® certification

Project Management Institute

Expected Completion - Summer 2025