

Arturo Belmont

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Core Qualifications

- CompTIA A+ Certified
- CompTIA Network+ Certified
- AWS - Cloud Practitioner (Testing 02/2021)
- Bilingual - English, (informal) Spanish
- 5+ years Customer Service experience
- 3+ years Administrative experience
- Passionate in learning all aspects of IT
- Proven results in enterprise environments

EXPERIENCE

Amazon Prime Video, Seattle WA — *Media Specialist*

January 2020 - November 2020

- Applied Prime Video Global Content Based Rating SOP and personal judgment to correctly classify content descriptors onto Prime Video catalog
- Participated in quality assurance (QA) team working with PV India operations
- Provided feedback on procedures, tools and Standard Operating Procedures
- Identified areas of improvement in business processes to reduce friction
- Adaptive to changing metrics, new tooling, and ongoing project changes
- Worked in Excel, KDPOW, Office 365 and other internal Amazon tools

Nordstrom Corporate HQ, Seattle WA — *Corporate Human Resource Administrator*

February 2019 - November 2019

- Executed complex, high impact business processes and transactions for corporate payroll, while contributing to further improve these processes
- Owned and executed two critical business audits; created SOP's (Standard Operating Procedures) and job aids for future use
- Created and updated team SharePoint with documents, news and upcoming deadlines
- Ensured accuracy, confidentiality, and security of Human Resource information being processed, stored or accessed
- Collaborated with peers, leaders and HR Business Partners to ensure outcomes align with priorities and company values, goals and direction
- Resolved HR requests for over 250 locations via internal ticketing system
- Used Workday, HR Oracle, Excel, Access, and Case Management systems daily

Nordstrom Corporate HQ, Seattle WA — *Online Personal Stylist / Designer Specialist*

October 2017 - February 2019

- Provided excellent customer service through multiple channels (Chat, Email, Phone, Style Boards)
- Assisted 60+ customer a day, providing successful solutions
- Practiced active listening, while remaining polite and knowledgeable
- Troubleshooting customer orders quickly, providing results-oriented solutions
- Extensive knowledge of Designer and Luxury markets
- Helped create a Pilot Program for company (Online Personal Styling) by being a stylist and formatting team KPIs/goals
- Responsible for updating documents, knowledge and procedures on teams SharePoint
- Published *Dynamic Looks* on Nordstrom.com, an executive-recognized goal

EDUCATION

Western Governors University — *Cybersecurity & Information Assurance (Online)*

Currently pursuing a B.S in Cybersecurity

* Program designed for working adults. No need for any school accommodations.