Victor Chovil

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Seattle, WA 98103

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360.421.1160

PROFESSIONAL SUMMARY

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- 9+ years of experience in sales, customer relations, and technical support in a fast-paced environment.

- Life-long learner who adapts easily to new technologies.

- Identifies and executes on immediate goals while adhering to big-picture objectives.

- Independent and self-motivated team player.

- Capable of communicating easily between internal and external users of varying technical literacy.

EMPLOYMENT HISTORY

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**Brown Paper Tickets, LLC**

CLIENT SUCCESS MANAGER

Seattle, WA [Mar 2019 - Jun 2020]

- Provide exemplary high-level support and consultation for existing and potential high value event organizers by focusing on retention and acting as a resource for clients with complex needs.

SALES AND COMMUNITY OUTREACH

Brooklyn, NY [Apr 2013 - Dec 2018]

- Expand brand awareness and increase customer engagement through all digital and physical channels.

- Determine focus areas for growth and work closely with communities in emerging markets like burlesque, film festivals, breweries, and LGBT Pride events.

- Remain current on industry trends to develop fresh marketing strategies and service offerings.

- Provide on-site support for the installation and operation of box office equipment including POS systems and printers.

- Represent the brand at trade shows, conferences, and conventions by networking and following through on leads.

BILINGUAL CUSTOMER SERVICE REPRESENTATIVE

Seattle, WA [Jan 2011 - Mar 2012]

- Investigate and resolve technical issues, accounting discrepancies, and other general issues raised by clients in both English and French.

- Help customers with placing and adjusting orders.

- Demonstrate tools and make best-practice recommendations to clients.

- Assist with translations for digital communications and telephone systems.

VOLUNTEER HISTORY

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**Green Generations, INC**

DIGITAL ADVISOR

Bronx, NY [Aug 2013 – December 2018]

- Responsible for general support, website administration, CRM implementation, system upkeep and overall technical guidance for a growing educational nonprofit.

EDUCATION

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**North Seattle College**

Network and Server Administration, 2020

- Linux, Microsoft and Cisco OS configuration, management, and security.

- Advanced concepts in TCP/IP, DNS, DHCP, VLAN and troubleshooting internet connectivity.

- Install and configure network devices including switches, hubs, servers and workstations.

- Introductory JavaScript and HTML

- Ethical Hacking for advanced network security through firewalls, vulnerability assessments, access control lists, intrusion detection systems, VPNs, and physical security.

**University of Washington**

BA Global Studies, 2012

- Interpret and analyze global politics and history with a personal focus on urban development and social movements.

HOBBIES

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Live music and theatre, strategy games, drinking coffee, making sourdough, snowboarding, vintage computing, hugging my dog, pinball, budget travel.

REFERENCES

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Mike Sennott

Chief Operating Officer

Brown Paper Tickets LLC

206-396-5573

Adrienne Heim

Executive Director

Green Generations INC

516-754-7822

AJ Andrews

East Coast Brand Expansion Manager

Brown Paper Tickets LLC

206-372-7167