**Camilo E. Torres**

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**PROFESSIONAL SUMMARY**

* Enthusiastic and self-motivated professional with over 10 years working in hospitality.
* Strong analytical skills and the ability to adapt to new environments quickly.
* Ability and interest in learning and incorporating new technology.
* Proven ability to work with difficult situations and provide a high level of service.
* Possess strong written and verbal communication.

**EDUCATION**

Southern New Hampshire University: Manchester, NH Anticipated Completion July 2022

**Bachelor’s Degree in Information Technology**  3.9 GPA

**PROFESSIONAL EXPERIENCE**

Kelly Services Global: Remote November 2019 - Present

**Apple Support - MSS Tier 2 Services Pro**

* Assist Apple customers with technical support to resolve problems regarding software related issues.
* Set up appointments at AASPs, mail-in repairs, and or express replacement repairs.
* Run diagnostics on devices to assist isolating hardware related problems.
* Offer screen sharing with customers to better assist customers with complex issues.
* Protect customer privacy and create positive experiences for all customers in accordance with Apple Support Credo, quality standards, and business guidelines.

Southern New Hampshire University: Online January 2019 - Present

**Student**

* Completed coursework includes Fundamentals of Info Technology, Computer Platform Technologies, Introduction to Scripting, Network & Telecom Management, Communications, Cybersecurity and Information Assurance, Intro to Structure Database Environment, Web-Oriented Services, Quantitative Analysis, Applied Statistics, Cybersecurity Foundations, Project Management, Cross-Platform Technologies, Network Security, and System Requirements and Implementation Plan.

The Cosmopolitan Hotel & Casino: Las Vegas, NV December 2011 – December 2018

**Cage Assistant Shift Manager**

* Conducted professional interactions with guests in person, by telephone and through via e-mail in a timely manner.
* Conducted professional interactions with internal/external auditors and gaming agents request for information and or documentation.
* Made resourceful decisions with strict emphasis on guest service, compliance of regulations and protection of company funds.
* Assisted with troubleshooting technical problems with the bank dispensing machines by correcting problems or calling to have a tech dispatched for part replacement or repairs.
* Assisted with scheduling and ordering of currency to meet business needs.