**Camilo E. Torres**

Las Vegas, NV 89178

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**PROFESSIONAL SUMMARY**

* Enthusiastic and self-motivated professional with over 15 years working in customer service.
* Strong analytical and problem-solving skills with the ability to adapt to new environments.
* 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 skills.

**EDUCATION**

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

**Bachelor’s Degree in Information Technology w/ a concentration in Cybersecurity**  3.94 GPA

**PROFESSIONAL EXPERIENCE**

Kelly Services Global: Remote November 2019 - Present

**Apple - Tier 2 Services Pro Technical Advisor**

* Assist Apple customers with technical support to resolve hardware and software-related issues including iOS issues, AppleCare agreement issues, Apple Pay issues, and iTunes billing issues.
* Set up appointments at AASPs, mail-in repairs, and or express replacement repairs when needed.
* Run diagnostics on devices to assist in 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.
* Assist Apple customers with issues related to phishing attempts, and account security concerns.
* Assist Tier 1 advisors resolve complicated issues and help coach them to correctly isolate issues.
* Assist Tier 1 advisors with complicated issues that require escalations to the Engineering.

Southern New Hampshire University: Online January 2019 - Present

**Student**

* Introduction to Scripting - Performed fundamental programming using scripting languages.
* Network & Telecom Management - Performed network building, design, and learned how to maintain LAN networks.
* Cybersecurity and Information Assurance - Covered topics related to security policies, models, and mechanisms for secrecy, integrity, and availability of communication and information.
* Cybersecurity Foundations - Acquired skills related to responding to adversarial and environmental threats.
* Project Management - Acquired skills related to methodologies and tools necessary for managing projects effectively.
* Computer Networking - Performed common network implementation and administrative tasks.
* Network Security - Acquired skills related to network security defense techniques and countermeasures.

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 via e-mail in a timely manner.
* Conducted professional interactions with internal/external auditors and gaming agents' requests for information and or documentation.
* Made resourceful decisions with a strict emphasis on guest service, compliance with 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.
* Assist compliance team with questions regarding Title 31 regulations and appropriate logging.
* Assist the treasury department with keeping sufficient currency inventory to allow the casino to operate.
* Assist management with work schedules, vacation requests, attendance records, and ensure proper staffing levels.
* Assist guests with domestic and international wire transfers, verifying cashier checks, and branch transmittals.

The Venetian / Palazzo Hotel & Casino: Las Vegas, NV January 2007 – December 2011

**Cage Cashier**

* Assist customers with various monetary transactions for guests in a timely manner while providing excellent customer service.
* Adhere to all AML standard operating procedures, Internal Controls, MICS, and Nevada gaming regulations.
* Assist resort staff with various requests in a timely and professional manner.
* Document all recordable transactions in accordance with company standards and Title 31 regulations.
* Maintained confidentiality of guest information, and pertinent casino data.