**Alexis Arriola**

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**Education**

**The University of Texas Rio Grande Valley**

Bachelor of Science in Computer Science

Anticipated Graduation Date: 05/2019

**Texas State Technical College** Overall GPA: 3.7

*Associate of Applied Science, Game and Simulation Programming* 07/31/2015

University Honors: Fall 2014, Spring 2015, Summer 2015

**Experience**

**Desktop Support** September 2015 – Present

*The University of Texas Rio Grande Valley* Brownsville, Texas

* Perform a variety of technical tasks in the installation, diagnosis, repair and maintenance of computer equipment and related peripherals.
* Maintain accurate and current records on repair, installation and removal of equipment.
* Ensure that new and old systems are up to university standards.
* Provide information and/or technical assistance to users concerning the development and maintenance of computer equipment.
* Help setup workstations for university events.

**Team Member** March 2013 – January 2016

*Kirkland's* Brownsville, Texas

* Provided customers with a fulfilling shopping experience.
* Showed merchandise that provided solutions to customer needs.
* Worked effectively with other team members.
* Assisted coordination of freight flow process to ensure sales floor presentation.
* Assisted in maintaining an efficient and organized stockroom.

**Sales Associate** March 2008 – March 2013

*The Home Depot* Brownsville, Texas

* Provided customer service and knowledge for any project the customer was working on.
* Provided product knowledge, described features and benefits, and at times explained steps needed to complete projects and the products needed.
* Earned forklift license required to operate machinery.
* Made sure the hardware department was in stock and ordered merchandise as needed.
* Completed weekly shrink reports, handled markdown merchandise, and participated in mandatory supervisor meetings.

**Leadership**

**The Home Depot - Disaster Relief,** *Volunteer* January 2009 – March 2013

**The Home Depot - Team Depot,** *Volunteer* January 2010 – March 2013

**The Home Depot - New Hire Trainer,** *Volunteer* January 2011 – March 2013

**The Home Depot - Hardware Safety Captain,** *Volunteer* September 2011 – March 2013

**Skills**

**Computer:**

General - Hardware, Internet, Programming, Word Processing.

Operating Systems - Windows XP, Vista, 7, and 8.

Languages/Tools - C++, C#, LUA, XML.

Software - Adobe Photoshop, MS (Word, Excel, PowerPoint), MS Visual Studio 2013/2015, Unity3d/2d.

**Business:** Retail Sales, Customer Service, Marketing/Promotions, Training, Reports.

**Social Media Skills:** Facebook, Twitter, LinkedIn.