

# Erik Fernando Flores Trochez

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## Objective

To use my knowledge and abilities obtained in previous professional, collegiate and community activities and experiences to help in the development of the company and be a positive influence to my coworkers and clients.

## Education

Webber International University – Marketing Major with minor in Sport Business Management Spring 2018  
Cum Laude 3.51 GPA Microsoft Office Skills and Graphic Design Skills

Relevant Coursework:

- Marketing Analytics (2017)
- Google Analytics Certification (2017)
- Hoot Suite Certification (2017)
- Social Media Management (2016)
- Web Development (2016)
- Photoshop Adobe Illustrator (2017)

## Work Experience

### Webber International University

1. Social Media Manager Jan 2016 – June 2017
  - Head Editor for all the Social Media Platforms of the University
  - Manage the Facebook, Twitter, Snapchat, Instagram and Linked In pages of the University
  - Analyze the analytics and manage the pages using Hootsuite
  - Design and update the Web Site of the University
2. Tutoring at PASS CENTER May 2016 – Jan 2018
  - Provide tutoring for Algebra, Marketing and Economics to other college students
  - Help students study for their tests and understanding their homework in a daily basis
3. Cashier in the Student Union May 2016 – Jan 2018
  - Responsible for the register and the inventory of the restaurant
  - Greet customers and ensure the restaurant is stocked
4. Head Editor & Designer for the "Warrior Newspaper" Jan 2015 – Feb 2017
  - Designed a weekly newspaper for the University
  - Designed pictures and articles to publish on a weekly basis
  - Used InkScape Software to design the articles and pictures

### The London Group (Marketing Internship)

D.A.R.E Brand Representative

- Manage Fundraising Events & Budget
- Raise brand awareness through social media & events

### Cricket Wireless

Support Professional

July 2014- Jan 2015

- Provided technical and billing support for Cricket Wireless customers.
- Helped customers with their billing issues and solving technical problems with the customers.
- Sold service contracts over the phone to new customers.
- Received In-bound calls from United States and stored issue and the steps on the AirCall Software

### Allied Global

Customer Service Representative for Tracfone and Safe Link Wireless

May 2015- Aug 2015

- Provide technical and billing support to Tracfone and Safe Link Customers
- Help customers with their accounts, payments and technical issues.

## Volunteer and Community Services

- Big Brother Big Sister Volunteer (Babson Elementary) Aug 2016-Apr 2017
- Relay for Life Volunteer May 2015- Feb 2017
- Volunteer at "Operation Smile" Honduras Jan 2014 – Dec 2015
- Provisions for people in need of food, clothes and hygiene accessories June 2014
- Community reforestation campaign Aug 2013- May 2014
- Literacy campaign for adults in social risk Aug 2013-May2014
- Medical Brigades Volunteer as a translator July 2008-Dec 2012