

Joel Perez

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EXPERIENCE

RHA Inc. - Covered CA: Appeals Process Specialist

7625 N Palm Ave. Suite 107 Fresno CA 93711

559.447.3600

Supervisor: Sue Thao

February 2014 to July 2014

Reviewed, researched, proposed and responded to informal disputes received from certified enrollment entity applicants. Ensured compliance with Federal, State and Covered California regulations, policies and procedures. Planned, created and implemented the Certified Enrollment Counselor and Certified Educator badge printing process.

Xerox - California LifeLine: Research and Escalations Specialist

590 West Locust Ave. Suite 103 Fresno CA 93650

559.449.6404

Supervisor: Maureen T. Kenihan

May 2012 to February 2014

De-escalated calls where a consumer had requested for a Supervisor, and found resolutions for consumer's issues and concerns. Answered all inquiries done by phone, email or chat in either fluent English or Spanish. Designed and wrote the California LifeLine weekly newsletter. Collaborated with Supervisors and Managers in creating and designing a new training manual for all new and current employees.

Alorica - Verizon Wireless: Call Center Representative

170 W Shaw Ave. Clovis CA 93612

559.322.1085

Supervisor: Aaron Doyle

January 2012 to April 2012

Troubleshoot all customer's wireless concerns regarding accounts, billing and/or technical issues. Simplified and explained customer's bills for better understanding. Negotiated credits, and upgraded customers to a higher and more efficient wireless plan and/or device. Found budget friendly alternatives for customer's that were concerned with the cost of their wireless monthly bill.

CBS 47 - Big Fresno Fair: Intern

4880 North First St. Fresno, CA 93726

559.222.2411

Supervisor: Daisy Cordero

October 2011 to October 2011

Promoted awareness of the family friendly activities CBS 47 had available for all Big Fresno Fair attendees. Recruited participants to be on live television during all news segments. Organized and managed all materials used during the Big Fresno Fair.

Marketing Werks - Verizon Wireless: My Fabulous Quince

130 East Randolph St. Suite 2400 Chicago, IL 60601

312.228.0800

Supervisor: Julie Delgado

August 2011 to August 2011

Promoted the My Fabulous Quince Expo by participating and coordinating guerrilla marketing. Informed the public of the My Fabulous Quince contest and Verizon Wireless products. Acted as the Local Brand Ambassador for Fresno and planned all the sites exposed to guerrilla marketing. Also, I was assigned to assist with the Verizon Wireless Soccer Tournament and promote all Verizon Wireless Products during the event.

The Collegian - National Account Manager

5201 North Maple Ave. M/S SA42 Fresno, CA 92740

559.278.5732

Supervisor: Virginia Sellars-Erleben

August 2009 to May 2011

Developed new business accounts while negotiating and improving old client business. Designed advertising packages for potential accounts that managers as well as advertising reps could use on sales. Sold over \$74,000 in a downward economy and always met budget goal. Managed and trained 12 local advertising representatives during spring 2011. Handled many clients at one time, while being a liaison between clients and the art department.

EDUCATION

Bachelors of Arts

Mass Communication and Journalism
California State University, Fresno

Geekwise Academy

HTML and CSS

SKILLS

Bi-Lingual (English, Spanish)

Strategic Planning

HTML

CSS

Freelance Writer (The Collegian)

Sales (Products, Media)

Computer Savvy

Microsoft Office (Word, Excel, PowerPoint)

iWork (Pages, Numbers, Keynote)

Social Networking (Facebook, Twitter, LinkedIn)

Adobe Creative Suite (Photoshop, InDesign, Illustrator)

AWARDS

Outstanding Advertising Graduate

California State University, Fresno

Top Sales Manager

The Collegian

3rd Place NSAC Regionals

National Student Advertising Competition,
JC Penney Campaign

VOLUNTEER

Critical Mass Fresno

Event Coordinator

REFERENCES

Tatiana Dindia

Clear Channel Media + Entertainment

Digital Project Coordinator

415.517.9164

tdindia@yahoo.com

Shadia Salem

The Business Journal

Circulation Coordinator

559.590.8831

shadia@thebusinessjournal.com

Daisy Cordero

CBS 47

Account Executive

559.761.1846

daisycordero@cbsfresno.com