

JOSE I. TORRES
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SUMMARY OF QUALIFICATIONS

- Strong customer service skills
- Adaptable to diverse working environments
- Fluent in English and Spanish
- Quality writing skills
- Strong collaborative skills with large groups
- Critical thinking and analytical skills
- Team leadership experience
- Proficient in Microsoft Office

EDUCATION

University of Texas at Arlington, College of Business
BBA in International Business in Chinese, expected May 2020

Scholarships: Awards cover 100% of tuition and board. Recipient of the Maverick Academic Scholarship and the Trinity Industries Scholarship.

Activities:

Business Innovation in London and Dublin, England and Ireland, Summer 2019
Goalsby Leadership Academy, Scholar, Fall 2018 to Present
Chinese Culture and Language Association, Member, Fall 2018 to Present
Xi'an International Studies University, China, Summer 2018
Leadership Honors Program, Member, Fall 2017 to Present
The BIG Event, Planning Committee and Site Leader, Fall 2017 to Present
Student Government, Legislative Relations Committee, Fall 2017 to Spring 2018
Pre-Law Society, Member, Fall 2017 to Present

EXPERIENCE

Hill Gilstrap, Intern, Arlington, TX

Business Services, October 2019 to Present

- Assisted attorneys with paperwork, case research files, and other related tasks
- Assisted business office with business procedures to ensure efficient operations

U-Haul, Contact Center, Remote Position

Roadside Assistance Representative, August 2019 to October 2019

- Assisted customers with vehicle breakdowns
- Coordinated aid and repairs across parties to ensure efficient and quick solutions

University of Texas at Arlington, Department of Enterprise Development, Arlington, TX
Office Assistant, August 2019 to October 2019

- Assisted customers registering for continuing education, OSHA, other related courses

- Collaborated with staff to prepare classes and ensure a quality experience for students

TD Ameritrade, Investor Services, Southlake, TX

Investor Services Intern, May 2019 to August 2019

- Certified in Security Industry Essentials (SIE)
- Analyzed an issue using the lean problem-solving process and pitched a solution to senior managers

University of Texas at Arlington, Office of International Education, Arlington, TX

International Peer Advisor, January 2019 to May 2019

- Compiled and analyzed student data to aid in marketing efforts
- Collaborated on marketing efforts (social media and posters)

University of Texas at Arlington, Apartment and Residence Life Department, Arlington, TX

Office Assistant, August 2017 to December 2018

- Collaborated on engaging programs for over 400 residents
- Developed customer service skills through interactions with parents and residents

RELEVANT COURSEWORK

State and Local Government, Legal/Ethical Business Environment, International Business Law, Information Systems, Data Analytics, Leadership