

Jesus V. Valencia

Lexington, KY

contactjvvalencia@gmail.com • [Personal Website](#) • [Github](#)

Skills

- Adept at using and working with computers and applications
- C++ / C# / HTML 5 / CSS / JavaScript / Bootstrap
- WordPress / Visual Studio Code / GitHub
- Unity / GameMaker Studio
- Gimp / Krita / Pixel Art Studio
- Technical troubleshooting in person, over the phone, and through online chat
- Sales and Customer Service in person, over the phone, and through online chat
- Fluent in English and Spanish
- Solid grasp of grammar, spelling, and punctuation

Qualities

- Organized
- Detail Oriented
- Good Memory
- Fast Learner
- Enjoys Learning
- Enjoys using newfound knowledge to help others

Education

Associate of Science in Computer Science

2009 - 2013

Paul Laurence Dunbar Highschool. Lexington, KY

Member of the Student Technology Leadership Program (**STLP**)

Member of Fayette County's Superintendent Stu Silberman's Think Tank

2013 - 2015

Bluegrass Community Technical College. Lexington, KY

Awards

Pinnacle Scholar Award of Excellence- Berea College. Berea, KY. 2012

Provost Scholarship- University of Kentucky. Lexington, KY. 2013

Relevant Work Experience

2014 - 2017

RadioShack, Lexington, KY – *Sales Associate*

- **Assisting** customers to determine and find the best **products** and **solutions** to suit their needs
- **Teaching** customers about current and new **technology**
- **Troubleshooting** customer personal computers such as laptops, **cellphones** and **tablets**
- Activating new lines, port-ins and upgrades for Boost Mobile, Virgin Mobile, AT&T, Verizon, and Sprint contract, lease, and easy pay
- Store procedures including; counting petty cash, completing bank deposits, doing floor resets, completing inventories, and the handling of shipping and receiving of products and materials

2020

Conduent, Remote. At Home. Online Chat – *Customer Experience Associate*

- **Troubleshooting** customers' **iPhone** and **iPad** issues including crashes, freezes, devices not updating to the newest version of **iOS**, etcetera.
- Assisting customers by **teaching** and **guiding** them through the necessary steps needed to perform tasks such as updating or restoring their device, storing and transferring files using iCloud, managing their devices storage, etcetera.

2020 - Present

TranscribeMe, Remote. At Home –

Previous Position: *Transcriber*

- **Transcription** of client audio files from various fields such as Finance and Education

Current Position: *TME Authorized Quality Assurance*

- Ensures that transcriptions live up to the **quality** and **standards** of the company as well as making sure they adhere to the **approved** formatting and style guidelines
- Inserts both beginning and ending timestamps for every change of speaker, ensuring **accuracy** down to the millisecond
- Final **review** and **correction** of finished transcriptions before submitting files to clients