



# VICTOR PEÑA

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## PROFESSIONAL EXPERIENCE

**Valet Living** (Current Job) 2020

### Trash-Butler

Collect trash bags and recycling door to door within a local apartment community and transfer to the trash compactor onsite. Work 5 nights a week. Start at 8:00pm Part time, 10-15 hours per week.

**Mover** (Current Job) 2020

### Self-Employed

Assist in helping a person move anything from furniture to appliances with my truck. I find my own customers and negotiate pricing.

**Teleperformance** 2016-2018

### Customer Service Representative

Provided front line, first level, technical assistance for consumers. Troubleshooting and issue resolution assistance with client service and/or devices specific issues including internet connectivity and performance troubleshooting.

**Ticketmaster** 2011-2012

### Sales Representative

Answer inbound calls, emails, and chats from customers throughout the nation. A CSR will handle various types of requests that require different levels of trouble shooting, while working toward a goal of first contact resolution for all fans.

**Nike Inc** 2009-2016

### Sales Associates

My job duties include answering customer inquiries regarding Nike goods and services, helping shoppers locate items, recommending suitable products, organizing merchandise on the sales floor, and assembling in-store displays. Sales associates also clean work areas and perform cashier duties as necessary.

## ACADEMIC BACKGROUND

**Codeup** 2019

### Certificate of Completion

Attended codeup on a scholarship that offers a fully-immersive, project-based, and intensive 18 week full stack java career accelerator that provides students with 600+ hours of expert instruction in software development.

**South Texas College** 2015

Associates in psychology