

# VIVIANA GARCIA

**vivgarcia.com**

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## EDUCATION

**January 2018 to present.**

**Northwest Vista College San Antonio, TX**

Digital Media, A. A. S.

Phi Theta Kappa Honor Society

**January 2020 to July 2020**

**University of Texas at Austin**

Full Stack Developer Certificate

## SKILLS

- HTML
- CSS/SASS
- JavaScript
- jQuery
- Storyboarding
- Wireframing
- Prototyping
- WordPress
- SEO
- Google Analytics
- Design Thinking
- Adobe Creative Cloud

## EXPERIENCE

**May 2018 – September 2018**

**Digital Marketing Advisor, TaskUs**

Assist advertisers with basic to moderately complex issues with social media platform concerns. Problem solve technical issues and mitigate to appropriate cross-channel department in a timely manner. Communication point of contact between client and back office support.

**September 2015 – March 2017**

**Total Loss Representative, USAA**

Worked as a team player to assist members in resolving their total loss claims within the specified deadline.

**May 2014 – September 2015**

**Risk Analyst II, JPMorgan & Chase**

Worked within a cross-functional team and independently to review fraud claims on a timeframe. Highly regulated industry where attention detail was key.

**October 2013 – April 2014**

**Telephone Banker, Wells Fargo**

Inbound call center representative, processing customer transactions and resolving account inquiries.

**December 2012 – August 2013**

**Teller, Generations Federal Credit Union**

Process member transactions such as deposits, withdrawals, loan payments, cross-sell credit union products