

VIVIANA GARCIA

vivgarica.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

REFERENCES

Susan Escobar, Program Director/Professor, ACCD,
sescobar@alamo.edu, (210) 549-6235

Rodolfo Macias, Adjunct Instructor, ACCD
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