**Victor Arguelles**

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**OBJECTIVE**

I’m looking to apply the skills I have learned in all professional areas such as my job, my community service site, and in courses taken in college. A leadership position where I can develop and grow professionally within the company.

**EDUCATION**

May 2015 **B.A in Spanish,** California State University Monterey Bay

**EXPERIENCE**

**Loss Prevention Agent**, K­mart, Watsonville, CA, 11/12­Present

● Detect and apprehend shoplifter (5 elements of proof)

● Maintain CCTV and floor surveillance

● Detect and investigate fraudulent workers

● Report writing

● Reduce shrinkage

● Work along with the Police Department

● Train and lead new Loss Prevention Agents

**Tutor**, Linscott Charter School, Watsonville, CA, 11/12­Present

● Tutor 6­8 students grades K­8. We do general assignments, grammar, reading and math.

● Help Snack Cart Stand, selling snacks to the students, organizing the snack area, keeping track of the total profits per day.

● Help every year in the Kids Olympics, the Million Words Ceremony and the Book fair.

**Telephone Customer Service/BOA/Work Force,** Tijuana, Baja California, Mexico, 7/2008­

2/2012

● Solved telephone related service issues

● Added and removed phone service features

● Took payments, made adjustment, and search payment for customers

● Managed 600­800 employees, breaks, lunches, log ins, log outs, special permission

● Completed reports in Excel and sent them to corporate (three times per shift)