

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, K-mart, Watsonville, CA, 11/12-Present

- 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, 11/12-Present

- Tutor 6-8 students grades K-8. 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 600-800 employees, breaks, lunches, log ins, log outs, special permission
- Completed reports in Excel and sent them to corporate (three times per shift)