

VICTOR



MADRID

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WWW.VICTORMADRID.COM

PROFILE

- Experienced in providing professional customer service on multiple levels
- Detail-oriented and capable of managing multiple deadlines and tasks
- Experienced with graphic design, photo and document editing on Adobe Illustrator, InDesign, Photoshop and Dreamweaver, Microsoft Office Suite (including Excel and Outlook)
- Proven record of long-standing job retention within large corporations with upward mobility
- Fluent in Spanish

EDUCATION

NORTHERN VIRGINIA COMMUNITY COLLEGE

08/11 - 5/16

- Communication Design
- Interactive Design

EMPLOYMENT

DYNAMIC ADVERTISING SOLUTIONS

Graphic Design Intern - Alexandria, VA • 7/15-10/15

- Worked with local businesses as well as major national companies to create and update flyers, menus, business cards and other print collateral
- Created pre-production proofs for various promotional items, including t-shirts, office supplies and tradeshow promotional items
- Prepared files for promotional items to be sent for printing

K12 ONLINE PUBLIC SCHOOLS

Document Processor - Herndon, VA • 6/13-Present Day

- Liaison between online public schools and representatives that directly communicate with parents in resolving issues with admissions
- Reviewed completed applications in compliance with school and state requirements
- Generated audits for entire schools in a quick and detail oriented manner
- Responsible for generating spreadsheets and keeping track of special-case applications such as transfer and special education students to communicate issues with different departments
- Trained groups of newly hired employees to complete all the tasks of a Document Processor

K12 ONLINE PUBLIC SCHOOLS

Personal Admissions Liason - Herndon, VA • 5/12-2/13

- Provided assistance directly to parents to guide and inform on all state and federal requirements for enrollment
- Maintained and organized multiple accounts on prospective and accepted applications
- Experienced in handling high-stress situations and time-sensitive deadlines while maintaining a professional demeanor

CHIPOTLE MEXICAN GRILL

Cashier - Chantilly, VA • 12/11-5/12

- Learned how to work in fast-paced work environments from an early age
- Gained experience in providing quality customer service in a larger scale