

# VICTOR BANKS

Smithfield, NC 27577

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## Professional Summary

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Versatile Senior Game Advisor with 1+ year of experience in retail and customer service, excelling in team supervision and operational efficiency. Proven ability to enhance customer satisfaction and streamline store operations. Currently pursuing a Master's in Business Administration, with strong skills in marketing, project management, and digital marketing. Committed to leveraging expertise in a dynamic administrative or marketing design role.

## Work Experience

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### **Senior Game Advisor/Key Holder**

GameStop-Smithfield, NC

September 2023 to Present

A Senior Game Advisor at GameStop (also known as a Shift Leader) is responsible for providing excellent customer service, assisting with store operations, and supervising other team members. They help customers with product selection, purchases, and returns, while also ensuring the store is clean, organized, and well-stocked. Additionally, they may be involved in training new staff, managing inventory, and handling cash and sales transactions.

### **Amazon Fulfillment Associate**

Amazon Warehouse-Smithfield, NC

February 2024 to March 2025

An Amazon Warehouse Associate plays a crucial role in ensuring the efficient operation of a warehouse by handling a variety of tasks related to receiving, storing, picking, packing, and shipping inventory. This includes receiving and putting away inventory, fulfilling customer orders, loading packages, and operating equipment like forklifts. They also ensure product quality, adhere to safety standards, and maintain a clean and organized workspace.

### **Substitute Teacher**

Johnston Public Schools-Smithfield, NC

August 2021 to August 2024

A substitute teacher's primary role is to ensure continuity of instruction and classroom management in the absence of the regular teacher. They deliver lessons, manage the classroom, and maintain a positive learning environment based on the plans and materials provided by the absent teacher. Flexibility, adaptability, and strong communication skills are essential for success in this role, as substitute teachers may work across different subjects, grade levels, and school settings.

### **Lead School Age Teacher**

Kidz Connection-Smithfield, NC

July 2021 to February 2024

A School Age Teacher is responsible for creating a safe, engaging, and educational environment for children typically between the ages of 5 and 18, or kindergarten through 12th grade. This includes planning and delivering age-appropriate lessons, fostering social and emotional development, and collaborating with other staff and parents.

## Education

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### **Business (Master's degree in Business Administration)**

University of Phoenix-Online Campus-Remote

March 2025 to Present

### **Psychology in Media and Technology (Bachelor of Arts)**

University of Phoenix-Online Campus-Remote

January 2021 to September 2023

### **Early Childhood Education (Certification of Early Child Care)**

Wake Technical Community College-Raleigh, NC

January 2019 to July 2019

### **High school diploma**

Junius H Rose High School

August 2001 to May 2005

## Skills

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- Communication skills
- Training & development
- Schedule management
- Analysis skills
- Windows
- Event marketing
- Retail management
- Google Docs
- Microsoft Word
- Typing
- Field marketing
- Senior leadership
- Microsoft Office
- Employee relations
- Logistics
- Teaching
- Customer engagement
- Brand promotion
- Brand representation

## Certifications and Licenses

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### **Early Education Certificated**

Present

**Driver's License**