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vultureama@gmail.com

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MOST RECENT: I pursued my Bachelor's degree from June 2020 to August 2022 relying on Chapter 35 Veteran's Education Benefits to help support myself. During this time I also worked as an **Independent Consultant** for Linda Cox and for DoorDash, where I maintained a **5 star rating**.

When my former **marketing professor**, Linda Cox, saw the quality of my work, she personally invited me to join her **consulting business** to help create **newsletters, presentations, and organize data** supporting her work with the **SIFMA Foundation** until her retirement at the beginning of 2022.

My Service

At AmeriCorps (February 2020 to June 2020), I served as Membership Coordinator, creating **marketing materials**, sending **donor newsletters**, **organizing donor events**, and **tracking donations** through **Blackbaud's eTapestry**. This role started right as COVID hit, and the nonprofit struggled to figure out how to keep donors connected when everything shut down. Resulting in my my position's obsolescence and my departure.

At Volunteers of America (March 2020 to July 2020), I worked as **Support Staff** at the **homeless shelter** during the early stages of COVID. I **resolved conflicts**, **checked patrons for controlled paraphernalia**, conducted **continuous safety checks**, **monitored temperatures**, and **entered data** using **Excel** and **Oracle** applications. This required **calmness** and **dignity** in unpredictable situations and staying **reliable** during the pandemic. I worked there for my **love of community**. I left after addressing a workplace harassment issue.

ADMINISTRATIVE, MANAGEMENT, TEAM SUPPORT

At Sweis, Inc. (June 2019 to January 2020), I **supported account managers and customers directly**. I **processed orders** and helped with **troubleshooting issues**, and **research**. I was new and admittedly assigned the **toughest account managers** with exceedingly **demanding and complex tasks**. By the end, they **asked for me by name**. Because I **listened**, I **followed through**, and I **genuinely cared about making their jobs easier**. That role ended in a layoff, but it taught me that **strong communication** and **altruistic empathy** matter just as much as **technical skill**.

At the University of Nevada, Reno (August 2021 to September 2022), I started at the **front desk** as a work study. After four months the **Accounting Assistant 2** and **Property Manager** for **graduate and faculty housing** were both leaving. I was **promoted to both roles**. I handled **lease agreements**, **reconciled payments**, and was a **supervisor and trainer** to work study students. I earned that promotion because they knew they could **call me anytime** and I stayed **dependable, following through with tasks**, and truly **cared about quality work** to **make their jobs easier**.

