

Victoria S. Lewis

164 Garden Wall Walk
Mount Pleasant, SC 29464

www.torilewis.com

843.330.0610
torilewis@gmail.com

EDUCATION: **Bachelor of Science in Computer Science**, May 1998
College of Charleston Charleston, South Carolina

EXPERIENCE: **Owner**
Chancellor Technologies, LLC
Mount Pleasant, SC (April 2016 – present)

- Developed and maintained WordPress websites for local companies.
- Created media and content for use on multiple social media platforms for local restaurants.
- Proofed copy for various blogs, newsletters, and ad campaigns.
- Managed social media accounts on Facebook, Instagram, and Twitter for a variety of businesses, including food products, restaurants, and a fitness franchise.
- Published targeted Facebook and Instagram ads in Facebook Ads Manager for multiple clients.
- Consulted on social media account setup and industry best practices for small businesses who were just getting started.

Owner
Chancellor Enterprises, LLC
Mount Pleasant, SC (April 2007 – 2019)

- Serviced property management requests for all units owned by Chancellor Enterprises.
- Obtained and compared quotes for all repair and maintenance work.
- Marketed properties for new tenants, including creation and maintenance of the company website.
- Successfully turned around a high delinquency rate by effectively communicating with tenants.
- Managed all aspects of office administration and accounting.

Systems Engineer, Computer Telephony Integration (CTI) team, Consumer Risk Operations Group
Bank of America
Greensboro, NC (June 2002 – May 2004)

- Supported both hardware and software for Avaya Dialers in multiple sites nationwide.
- Managed deployment and maintenance of Witness Systems call monitoring software in collections call centers throughout the country.
- Provided 24/7 on call support for the aforementioned hardware and software systems.

Systems Engineer, Computer Telephony Integration (CTI) team, Telephone Banking Division
Bank of America
Charlotte, NC (June 1999 – May 2002)

- Coded and supported the largest Genesys call routing strategy currently in use in the United States, which is used to best-site route more than 150 million calls per year to call centers nationwide.
- Installed, configured, and troubleshoot CTI components in the production environment, as well as 10 different test environments.
- Developed and maintained telephony software, which is written in Visual C++, used by call center agents.

Programmer Analyst
Information Architects Corporation
Charlotte, NC (June 1998 – May 1999)

- Detected and corrected Year 2000 failures in C, C++, and Microsoft Visual C++ code.
- Edited and compiled numerous documents according to company documentation standards, including detailed Y2K failure reports to be sent to clients.
- Translated French code and documents for fellow team members and other teams within the company.
- Assisted in training new team members in the detection and remediation of Y2K failure points.

TRAINING: **Certified Genesys Routing Professional**, October 1999
Genesys Building Routing Strategies course, December 2001
Certified Genesys Engineer, October 2002
Witness Certified Professional, November 2003

HONORS: **College of Charleston Honors Program** (1994 - 1998)
Valedictorian, Grace Christian School, Class of 1994
Morehead Scholarship Nominee, 1994