

MITCHELL GAWLIK

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A dedicated and skilled professional with experience in journalism, public relations, broadcasting, and digital media creation. Creative and detail-oriented with a passion for storytelling and media production.

PROFESSIONAL EXPERIENCE

TaskUS

New Braunfels, TX

VR Technical Support Agent

2024-Present

- Interact with customers via multiple channels (chat, email, phone, and in VR) to troubleshoot issues and provide timely, accurate solutions.
- Dive into the virtual world, using VR devices to directly assist customers with issues in real time.
- Stay on top of the latest tech trends and VR advancements.

Spectrum

San Antonio, TX

Residential Connectivity Sales Specialist

2022-2023

- Accurately complete all necessary paperwork to support sales activities in a manner consistent with quality control guidelines, including but not limited to the following: dispositioning, entering sales orders, and reporting on sales.
- Stay well-informed about competitors' activities in assigned territory; inform managers of any changing competitive pricing programs, marketing directives, or door-to-door sales tactics.

Target

San Antonio, TX

Tech Consultant

2020-2022

- Responsible for having product knowledge, personalized suggestions, and providing solutions through active selling to make the electronics experience easy and rewarding for guests.
- Gain knowledge from store tools to have a clear understanding of key metrics, top and bottom departments, inventory levels, top shortage categories, guest traffic and peak times.
- Stay current on top sellers and current technology trends to help guests find the right technology solutions and accessories to complete their purchase.

TenX Media

San Antonio, TX

Lead Videographer

2019-2020

- Responsible for leading a team of videographers and collaborating closely with creative directors, clients, and production crews to ensure high-quality video content that meets client objectives and exceeds expectations.
- Capture high-quality video footage in various settings, ensuring proper framing, lighting, and sound quality.
- Editing and assembling raw footage into polished videos that align with the project goals and brand standards.

EDUCATION

University of Texas at San Antonio

San Antonio, TX

Film & Media Studies (BA)

2025-Present

San Antonio College

San Antonio, TX

Associates of Arts (AA)

2020-2024

- San Antonio College Dean's List.
- Lead photographer at the college's newspaper The Ranger.
- Sigma Kappa Delta - The National English Honor Society member.
- Society of Professional Journalism (SPJ) member.

SKILLS & OTHER

Skills: Experienced in digital media production (photography, videography, sound editing). Proficient in Adobe Creative Suite (Premiere Pro, Photoshop) and social media platforms (Twitter, Facebook, Instagram). Strong writing and editing skills, with experience in AP Style. Knowledge of media ethics and regulations. Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)