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PROFESSIONAL SUMMARY:

- B.S. Business Administration with a Minor in Sports Management
- Served as President of the AAPASA Organization at Grand Canyon University
- Served as Treasurer of the Asian Corporate & Entrepreneur Leaders Organization – National
- Active Member of the Entertainment Sports Business Club (SEBC) at Grand Canyon University
- Customer Experience Associate at DraftKings
- Team Manager for the eSports Fortnite Team at Grand Canyon University
- Founded Team Pulsar LLC, an eSports Organization with 55,000+ loyal followers
- Extensive Social Media work utilizing Instagram, TikTok, YouTube, and Twitter
- VIP Advocate with DraftKings

EXPERIENCE

05/2023 – 4/25/24 (PHOENIX, AZ)

PRESIDENT, ASIAN AMERICAN PACIFIC ISLANDER STUDENT ASSOCIATION (AAPASA) – GRAND CANYON UNIVERSITY

- Promote Asian culture, organize events, and foster a sense of community among members
- Led all social media efforts to promote club charter and activities on Instagram.
- Plan and organize meetings, events, coordinating speakers, and planning social events and club activities
- Responsible for communicating with club members and building relationships with other organizations and clubs to foster collaboration
- Creating a budget, managing expenses, and fundraising activities
- Serve as the Club Leader and provide direction and vision while creating a positive and inclusive environment

05/2023 – 4/25/24 (PHOENIX, AZ)

TREASURER, ASIAN CORPORATE & ENTREPRENEUR LEADERS (ACEL) – GRAND CANYON UNIVERSITY

- Responsible for the Administration of the ACEL Club, arranging meetings and dealing with any Administration regarding the club constitution
- Organize events and meetups with entrepreneurs, mentors, and businesses
- Biweekly mentee for the ACEL Cohort 27 MentorShip Program where we discussed business opportunities and skill development.

11/2021 - 7/24/24 (REMOTE)

SOCIAL MEDIA MANAGER — DALLAS ESports TEAM

- Managed social media for Twitch partners with 800K+ followers across Instagram, Twitter (X), TikTok, and YouTube.
- Created and scheduled content tailored to each platform, including clips, reels, and highlights.
- Analyzed engagement metrics to optimize content strategy and grow audience reach.
- Produced short-form videos (TikTok, Reels, Shorts) that increased engagement and follower growth.
- Engaged with communities through comments, moderation, and trend-driven content.

09/2021 — 04/2023 (PHOENIX, AZ)

ESports TEAM LEAD MANAGER — GRAND CANYON UNIVERSITY

- Led and coached the Varsity eSports Team for Fortnite
- Created Fortnite-related events for the eSports community at GCU
- Participated in multiple Fortnite Frags Competitions at HyperX Arena in Las Vegas

04/2020 — 7/24/24 (LAS VEGAS, NV)

CHIEF EXECUTIVE OFFICER — TEAM PULSAR LLC

- Founded an eSports Team competing in Fortnite and Valorant with over 55K followers
- Built a Network of 30+ Content Creators on YouTube with a Global Fan Base
- Team Pulsar placed 2nd, 3rd, and 4th in the Fortnite FNCS Competition NA West
- MEL Season Winner of the Dream Hack Community Clash Qualifier #5
- Sold the business as of 2025.

05/2024 — 07/2024 (LAS VEGAS, NV)

SCHEDULING COORDINATOR AND BACK OFFICE SUPPORT

- Coordinate and schedule caregivers for assigned duties in assisted living facilities and private homes
- Assist with tracking time, attendance, and payroll
- Manage billing, collections, and administrative documentation

07/01/2024 — PRESENT (LAS VEGAS, NV)

VIP CUSTOMER EXPERIENCE ASSOCIATE — DRAFTKINGS

- Provided exceptional customer service through product knowledge, problem solving.
- Managed high quality communications with customers across several channels
- Promoted DraftKings brand through effective communication skills
- Volunteering at in Person DraftKings events helping customers and performing sales on promotions. (Chicago and Kansas City)
- Volunteered at several **DK S.E.R.V.E.S. events**, including **9/11 Day of Service initiatives** and **tree-planting projects supporting local foundations and communities.**
- Use of Zendesk
- Use Of Database Queries
- Use of UserHub
- Use of Microsoft Excel

03/30/2026 – 08/28/2026 (LAS VEGAS, NV)

CX TRAINING EXPLORER INTERN –DRAFTKINGS

- Provided exceptional customer service through product knowledge, problem solving.
- Assisted in designing and delivering onboarding and training programs for new customer experience associates
- Facilitated training sessions focused on product knowledge, customer service skills, and communication techniques
- Supported continuous learning initiatives by updating training materials, guides, and knowledge base content
- Collaborated with cross-functional teams (BPO, TTEC, and Teleperformance) to improve customer journey and service standards
- Analyzed customer feedback, performance metrics, and QA data to identify training gaps and improvement opportunities
- Supported global BPO enablement, onboarding, and training content modernization across TTEC and Teleperformance teams.
- Designed and facilitated workshops, facilitator guides, and training materials to improve associate readiness and learning outcomes.
- Coordinated onboarding and training for new-hire classes, including Spanish-language OSB training and Casino/VIP support.
- Facilitated live training sessions and provided learner support to help associates build confidence and perform consistently.
- Audited and updated training content to improve accuracy, clarity, and alignment with current processes.
- Partnered with CX Training and Casino/VIP leaders to develop upskill workshops covering VIP foundations, scenario handling, and communication.
- Supported multiple BPO and internal training initiatives while leveraging two years of frontline CX experience to provide practical, associate-focused guidance.
- Applied responsible AI, Airtable, and workshop-design skills to improve training resources and streamline content development.

08/16/2026 – PRESENT (LAS VEGAS, NV)

NEW HOPE LAS VEGAS- MEDIA IMPACT TEAM

- OPERATED PROPRESENTER TO SUPPORT LIVE WORSHIP SERVICES, MANAGING PRESENTATION SLIDES, LYRICS, AND MEDIA ELEMENTS IN REAL TIME.
- Trained in live production, including lighting, camera operation, and behind-the-scenes technical support to ensure smooth and professional services.
- Collaborated with the Impact Media Team to provide reliable technical support and maintain a seamless experience for in-person and online audiences.

EDUCATION

- **B.S. BUSINESS ADMINISTRATION / MINOR IN SPORTS MANAGEMENT — GRAND CANYON UNIVERSITY, PHOENIX, ARIZONA**
Team Captain for "Intramurals Basketball Team" 2023-24
- **B.S. SPORTS MANAGEMENT — ARIZONA CHRISTIAN UNIVERSITY, GLENDALE, AZ**
PLAYED 1YR OF COLLEGE FOOTBALL ON ATHLETIC SCHOLARSHIP
SOONER ATHLETIC CONFERENCE CHAMPIONS (2020-2021)
- **HIGH SCHOOL — DOUGHERTY VALLEY HIGH SCHOOL, SAN RAMON, CA**
PLAYED 4 YEARS OF FOOTBALL (GRADUATED 2020)

TRAINING / SEMINARS

- Attended Arizona Diamondbacks Panel featuring Mike Dellosa, Meagan Hermosillo, AJ Gioglio, and Taylor Jones
- Attended GCU ESBC Panel featuring Hillary Adams, Jeramie McPeck, and Natalie Alvarez
- Attended GCU ESBC Panel "Effective Leadership", featuring Jerry Colangelo, Christina Hundley, and Cary Pfeffer
- Attended GCU ESBC Phoenix Sun's Night Panel featuring Patrick Howe, Brittany Lump, Kgai Jones, Samantha Witkowski, and Josh McCann
- Attended panels with guest speaker Stephen A. Ericksen
- Attended panel "the culture of belonging" with Ray Artigue of the Artigue agency, Maddie Redmond of trail runner international, and Brooke Campbell of the XFL. Robert Rowell former executive of the Golden State Warriors
- Attended Panel For DBacks Night 2023 with the GCU SEBC. Ft. Erica Slye, Carlton Hawkins, Aj Gioglio, and Taylor Leavitt Jones. (September 29, 2023)

Certifications

CompTIA A+ CompTIA | ISSUED AUGUST 2026

- Earned the CompTIA A+ certification by successfully passing Core 1 (220-1201) and Core 2 (220-1202)
- Demonstrated knowledge in IT hardware, operating systems, networking, troubleshooting, security, and technical support 1
- Completed IT Support Technical Skills Help Desk by KevTech
- Completed Practical Help Desk by TCM Security by in Instructor Andrew Bellini

