

Juan M. Ortiz Jr.

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Trilingual [English, Spanish, ASL] Office Administration Professional

Adobe Suite • Microsoft Office Suite • Social Media Marketing • Sony Vegas Pro 14 • YouTube

Confident and motivated individual who can easily adapt to changing work atmospheres. Communicates equally well with all customers, peers, and senior management to ensure fluid business operations.

SKILLS AND QUALIFICATIONS

- Marketing
- Verbal/Written Communication Skills
- Multi-Phone Line use
- Data entry and reports
- General Office Skills
- Record Keeping
- Keyboarding: 40 WPM
- Microsoft Office Word, Excel, Access, PowerPoint,
- Payroll
- Human Resource Management
- Scheduling and time management
- Confidential information
- HRIS
- QuickBooks
- Honor Roll Recipient
- Perfect Attendance Recipient
- MVP Recipient

EDUCATION

UEI College – Stockton, California

Business Office Administration Certificate

In Progress – November 2018

Success Ink – Stockton, CA September 2018 to November 2018

Customer Service

- Interacted with customers to provide and process information in response to inquiries, concerns and requests about products and services.

Graphic Design

- Developed designs, concepts, and layouts for product illustrations, company logos, corporate identity, advertisements, sales collaterals, catalogs, client presentations, newsletters, and Internet websites

EMPLOYMENT HISTORY

UEI College

November 2018

Executive Assistant for the Director of Education / Teacher's Assistant

Supported the Director of Education and teaching staff to implement components of quality education with the UEI College programs.

Success Ink

Customer Service Representative / Graphic Design Artist Extern September 2018 to November 2018

Interact with customers to provide and process information in response to inquiries, concerns and requests about products and services.

Graphic Design

Develop designs, concepts, and layouts for product illustrations, company logos, corporate identity, advertisements, sales collaterals, catalogs, client presentations, newsletters, and Internet websites

Panda Express – Stockton California

July 2017 – October 2017

Crew Member

- Efficiently multi-tasked by being responsible for numerous tables and ensuring customer satisfaction
- Resolved customer issues by listening and finding creative solutions to rectify the situation
- Built and maintained relationships with regular customers by learning and remembering preferences
- Coordinated with restaurant staff to achieve, and improve upon, high level customer satisfaction
- Kept an organized inventory space and ensured efficient restaurant operations
- Succeeded and thrived in fast paced, high stress work environment

Landscaping

October 2016 to Present

Independent Contractor

Knowledge of building maintenance, unit inspection and preparation for inspections. Ordered parts and supplies required and shop stock. Performed lighting, plumbing, HVAC, electrical, drywall, landscaping, and other tasks as requested. Worked with outside vendors to complete repairs. Performed move-in, move-out, bi-annual unit inspections