

A/O

April
Ortiz

OBJECTIVE

Current customer service representative with over 10 years of experience looking to maximize my proficient customer service skills and continue to expand my knowledge in this field. With the continuation of my education and self-taught skills, I intend to evolve into the marketing/video production field.



ADDRESS

Columbia, MO 65203



PHONE

573-228-4808



EMAIL

ortizae@missouri.edu

EXPERIENCE

April 2013 – Current

Business Support Specialist II • Cashiers Office • University of Missouri • Columbia, MO

Maintain the Cashiers website with WordPress including business support operations. Answering and returning phone calls or emails to troubleshoot student account inquiries.

April 2009 – February 2013

Manager • Hollywood Theaters (Regal Columbia) • Columbia, MO

Managed day to day operations which included opening and closing as well as maintaining inventory and new employee training.

EDUCATION

University of Missouri, Columbia, MO

Expected Graduation Date: May 2024

Bachelor of Digital Storytelling – Video Production

Moberly Area Community College, Columbia, MO

May 2011

A.A. General Studies

PROFESSIONAL SKILLS

- Ability to learn and adapt quickly
- Professional in technical writing
- Ability to troubleshoot and problem solve
- Basic self-taught Adobe skills (Photoshop, Lightroom, Premiere)
- Proficient in Microsoft Office

CAREER GOAL

After completion of my bachelor's degree, I intend to focus my career on marketing or video production. I enjoy being creative and once I learn and develop the tools to help me harness my creativity from thought to paper, I feel I would be an ideal candidate for a marketing or social media content job prospect.