

PEDRO ORTIZ

936-648-5638 | piqui0224@gmail.com

Education

Brigham Young University - Idaho

January 2020 - Present

Software Engineer

Rexburg, ID.

- Major in Software design
- Bachelor of Science in Software Engineering

Lone Star College

August 2019

Business Management

The Woodlands, TX.

- President's Letter Achievement

Brigham Young University- Idaho

December 2014

Business Management

Rexburg, ID.

Professional Experience

Global Shop Solutions Inc.

December 2019 - Present

Tier 1 Customer Service

The Woodlands, TX.

- Provided troubleshooting assistance to software installation errors, close to 2,000 active accounts
- Maintain ERP Software Features for customer success on daily accounting, operation and technical issues
- Created Simple Client Experience with ERP Software Features

Tri Rep Sales, Manufacture Representative Agency

June 2015 - December 2019

Manufacturer's Representative

Spring, TX.

- Promoted to Inside Sales within six months of employment
- Promoted to Quotation Specialist after 8 months of employment
- Overviewed 2 of 10 large manufacturing accounts to provide easy progress between manufacture and project managers jobs

Conroe ISD, Custodial Department

February 2015 - April 2015

Traveling Custodial Assistance

Conroe, TX.

- Led manual labor assistance to finish scheduled cleanings tasks for over 10 CISD schools after hour custodial department when employees called in sick or had PTO
- Managed various schools cleaning needs with manager to Complete Daily Tasks throughout the CISD department

Brigham Young University-Idaho, Testing Center

June 2014 - December 2014

Testing Center Proctor

Rexburg, ID.

- Supervised Honor Code Testing Standards for test taking at BYU- Idaho to ensure all students uphold honesty and integrity when test taking for over 20 hours per week, 6 days a week

Skills Summary

- Experience with Microsoft Word, Excel, and Power point
- Oracle, QuickBooks, E-Portal Accounting Maintenance
- Verbal and Written Communication for Customer Success
- Bilingual-Spanish
- Technical Computer Critical Thinking
- Independent Working to Complete Time Sensitive Projects
- Collaborate with Team to Problem Solve or Troubleshoot
- Creative Ideas and Thinking

Personal Interests

- Enjoy fishing, hunting, shooting ranges and outdoor activities
- Life goal is to travel and visit something interesting about each state
- Manual labor help to brother with landscaping business on the weekends
- Monitored youth group to teach, inform and guide to paths of success
- Traveling to new unknown places with family
- Envoy's group gathering to Bing TV series, Movies, baseball, basketball or weekend cook outs
- BYU- Idaho's Lacrosse championship team of 2014
- Frequent volunteer at Church community projects or service activities