

## EDUCATION

### INTERACTIVE MEDIA DESIGN

Algonquin College | College Diploma  
Ottawa, On. Canada (2023 - Current)

### HIGH SCHOOL

Lester B Pearson | Diploma  
Ottawa, On. Canada (2014- 2017)

## LANGUAGES

### SPANISH

Native proficiency

### ENGLISH

Full professional proficiency

### FRENCH

Basic proficiency

## Skills & Tools

- Adobe Creative Suite
- Video Production
- Responsive Web Design & Development
- HTML5
- CSS3
- Javascript
- CMSs (Wordpress, Drupal, Shopify)
- Communication
- Tech savviness
- Problem solving
- Reliability
- Team Work



References available upon request.

# NICOLAS ORTIZ

Interactive Media Design Student

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## EXPERIENCE

### Technology Sales Assocaite

Staples - Bank St, Ottawa, Canada (2018 - 2019)

- Led collaborative troubleshooting sessions for device and software issues with customers.
- Demonstrated effective communication in product discussions, overcoming objections for sales.
- Recommended merchandise tailored to customer needs, showcasing strong interpersonal skills.
- Contributed to organized, visually appealing merchandise displays with attention to detail and promotional strategy understanding.

### Merchandiser & Cashier

Shopper Drugmart - Ottawa, Canada (2017 - 2018)

- Managing the purchasing process for the entire department.
- Aiding buyers in assortment and category planning.
- Assisting with buying over-the-counter and communicating with retail merchants.
- Developed and maintained strong customer service skills, enhancing the overall client experience.

### Coffee Shop Associate

Tim Hortons - Ottawa, Canada (2020 - present)

- Showcased strong oral communication skills by ensuring exceptional customer service and addressing client needs efficiently.
- Applied collaborative problem-solving techniques to adapt well to challenging situations, both individually and as part of a team.
- Efficiently managed and replenished stock, ensuring product freshness and availability.
- Cultivated a culture of effective teamwork and collaboration within the coffee shop environment.
- Demonstrated the ability to work well under pressure, a valuable skill for providing technical support during online events.