**Apolonio D. Ortiz**

325 East Palomar Street

Chula Vista, CA 91911

(360) 515-6293

apple.ortiz@hotmail.com

*Self-motivated individual possessing a Bachelor’s degree, 10+ years of computer expertise, and eight years of experience in a professional clerical setting; seeking position utilizing administrative abilities.*

**Experience**

* Over eight years of experience in a professional clerical setting.
* Over 10 years of customer service experience.
* 10+ years’ experience with personal computers, in both professional and personal settings.
* Excellent problem solving skills.
* Self-motivated and punctual, with a strong attention to detail.
* Ability to multitask and work in high-pressure situations.
* Capable of typing 60+ words per minute.
* Proficient with the utilization of a 10-key calculator.
* Working knowledge of Microsoft Office and its applications.
* Exceptional record keeping and filing on the computer and in paper.
* Maintains a professional appearance and demeanor in all situations.
* Excellent communications skills over the phone and in person.
* Works well within a team oriented and individual environment.

**Work History**

**California Department of Corrections and Rehabilitation, Chula Vista, CA**

*Office Technician, October 2021 – October 2022*

* Develops, maintains, and updates patient health care appointments schedule tracking system.
* Retrieves, maintains, distributes, and files health record documents.
* Compiles and distributes daily health care appointment ducat list and ensures protection of patient's healthcare information.
* Provides administrative clerical support and maintains information, types, edits, tracks, distributes, and files correspondence, memorandums, reports, and other materials.
* Verifies patient identities and logs each patient attending the clinic into daily ducat sheet.
* Schedules health care appointments; develops, maintains, and updates patient healthcare appointments schedule tracking system.
* Answers telephone calls, takes and delivers messages; responds to internal requests for information; screens calls and visitors.
* Assists in maintaining the tracking systems identified in Inmate Medical Services Policies and Procedures.
* Prepares information for daily huddles and population management sessions.

**Washington State department of social and health services, Tacoma, WA**

*Public Benefits Specialist 3, June 2018 – March 2021*

* Conduct intensive interviews in person to determine eligibility and re-eligibility for all public assistance programs.
* Answer all questions regarding benefits or available services.
* Receive, review necessary data, documentation and verification for federal and state assistance as it relates to the person’s specific circumstance.
* Identify discrepancies and obtain clarifying data through inquiries, correspondence and interviews.
* Analyze oral and written information to determine accurate benefits and continued program eligibility.
* Establish overpayments and underpayments.
* Other duties as assigned.

**pierce county juvenile court, Tacoma, WA**

*Internship, March 2018 – June 2018*

* Coordinate all contacts, meet and consult with Probation Officer daily; review cases and plans to ensure that messages and follow-through with youth and family are consistent.
* Ensure all relevant information is documented and reported to appropriate parties.
* Knowledgeable of the computer systems that the agency uses. Among the required duties includes updating Excel logs for specific task monitoring.
* Maintain company confidentiality of sensitive information.
* Operate government vehicle and travel to assigned destinations to deliver important documents to juveniles and/or family of juveniles.
* Attend court hearings to gather important specific case-based information for Probation Officer or other appropriate parties.
* Consult email service for important task information.
* Maintain regular, predictable and punctual attendance during regularly scheduled work hours at assigned worksite.

**University of Washington, Tacoma, WA**

*Facilities Services Office Assistant, October 2016- June 2018*

* Provide receptionist support for Facilities Services.
* Answer main department lines.
* Receive visitors to the department suite.
* Process general requests from clientele, vendors, UWT personnel and others as needed.
* Maintain calendars.
* Assist with project reporting within work order system.
* Order needed supplies and materials for department.

**J.P. Morgan Chase, Olympia, WA**

*Teller, September 2014- October 2016*

* Greet and assists clients on the phone and in person.
* Assist customers with deposits, withdrawals, and other financial inquiries.
* Knowledge in the operation of office machinery, such as: photocopiers, scanners, facsimile, and personal computers.
* Maintain customer confidentiality as well as financial institution’s private policies and procedures.
* Responsible for handling and maintaining all of the institution’s financial assets.

**Safeway inc, Olympia, WA**

*Starbucks Clerk, April 2011 - 2014*

* Delegated task of serving customers and taking specific orders.
* Maintained food safety standards in food and beverage preparation as well as personal hygiene, and ensured that assigned work area met company and government standards for cleanliness.

**Education**

**South Puget Sound Community College, Olympia WA**

*Associate of Arts in Business, achieved June 2016*

**University *of* Washington, Tacoma WA**

*Bachelor of Arts in Law and Policy, achieved June 2018*