Amanda Rose Ortiz

Pursuing Software Development

Graduated from Cal Poly Humboldt University with a Bachelor's in Computer Science. My previous experience consists of management in hospitality, IT technical support, and software and website development and maintenance. I adapt well to the changing needs of business and enjoy learning new languages, frameworks, and processes that can make current processes better and more efficient.

---

(707) 382-9825

amandaroseortiz42@gmail.com

Staples, MN

StackOverflow: /users/16179704/amanda

LinkedIn: linkedin.com/in/amandaroseortiz

Github: github.com/amandarose42

Wadena County, IT Department, Wadena, MN | *Software Developer/Network Technician I*

September 2023 - Present

➢ Respond to help desk support calls, identify relevant issues, research and document solutions, and work with users to resolve issues.

➢ Assist with Active Directory, department bills and inventory, and AS400 backups and functions

➢ Assist and maintain Wadena County website

➢ Perform computer setup and program installs for county users

➢ Creates and maintains a variety of documentation and reports

➢ Develops and provides end-user training and assistance

➢ Web development - creating Digital Signage for internal County usage

Ramada by Wyndham, Arcata, CA | *Operations Manager*

January 2022 - August 2023

➢ Plan, organize, and develop the overall operation of the housekeeping, breakfast, and front desk department to a high standard of service, quality, and cleanliness

➢ Responsible for hiring, scheduling, training, overall development and daily supervision of all staff members

➢ Monitor and maintain high standards within all areas and departments of the hotel on a daily basis

➢ Order and maintain supplies and inventory for all departments

Biztech, Eureka, CA | *Software Developer/IT Technician*

October 2019 - December 2022

➢ Agile Management using YouTrack; Task/Issue tracking through SuiteCRM;

➢ Computer and Application Setup

➢ Website Setup & Management - maintaining necessary updates, SSL certificate renewals, and creation, setup, and customization of new websites

➢ App Development - creating and maintaining Mobile and PC applications for local companies/businesses

➢ Provided support and troubleshooting regarding end user software and hardware

➢ Build strong relationships with clients to support each client accordingly

Humboldt State University, Info Tech Help Desk, Arcata, CA | *IT Student Technician*
November 2018 - December 2020
  - ➢ Communicate technical information to non-technical users while providing excellent customer service and using interpersonal skills
  - ➢ Document issues using K-BOX, and escalate problems to different tiers of technicians
  - ➢ Provide support/troubleshooting regarding end user software and hardware, and answer inquiries from the university community, which includes staff, faculty, students, and community users.
  - ➢ Provide consulting support on a wide range of applications including Windows and Mac operating systems, Microsoft Office, Adobe, Google Workspace, etc.

Minor Theatre, Arcata, CA | *Kitchen Worker/Server*
November 2018 - March 2020
  - ➢ Provide table service to customers during their time in the movie
  - ➢ Prep, cook, and serve food to guests
  - ➢ Navigate through the dark, communicate and greet guests efficiently to inform about table service, take orders, and serve beer, drinks, and snacks
  - ➢ Take inventory for kitchen and front of house and report necessary items to management
  - ➢ Clean theaters periodically, between movies and to open/close

Arcata Stationers, Arcata, CA | *Customer Service Representative*
January 2018 - January 2019
  - ➢ Provide in-depth information about our store, what services we provide, our one goal to let the customers leave with satisfaction and no problems
  - ➢ Provide information to customers about items that can be found online or in the catalog
  - ➢ Work with a POS system to: receive payments, issue receipts, refunds, and credits.
  - ➢ Stock paper, journals, and other inventory and set up new inventory when available.

Quality Inn, Arcata, CA | *Housekeeper*
August 2016 - January 2018
  - ➢ Upheld high cleaning standards while cleaning rooms in a timely manner
  - ➢ Kept working areas organized and stocked
  - ➢ Greeted guests and provided information when necessary.

Cal Poly Humboldt University | *Arcata, CA*
Graduated December 2020
B.S. in Computer Science

Kern Valley High School | *Lake Isabella, CA*
Graduated May 2015
General Education

Skills:

Application Related:
- Microsoft Office
- Adobe Applications:
Photoshop, Illustrator, XD, InDesign
- AWS: DynamoDB, LightSail, Amplify
Cognito, EC2 Instances
- WordPress
- Windows/MacOS troubleshooting

Programming Related:
- HTML, CSS, JavaScript
- ReactJS, NextJS
- React Native
- Introductory Linux and Java
- Python
- C++
- GraphQL, NoSQL, SQLite