

Amanda Rose Ortiz

Pursuing Software Development

Graduated from Humboldt State University (Currently known as Cal Poly Humboldt) with a Bachelor's in Computer Science. My current focus is gaining management experience while the opportunity exists, but my main goal is to pursue a career in Software Development. With previous development experience, 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.

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StackOverflow: [/users/16179704/amanda](https://stackoverflow.com/users/16179704/amanda)
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Ramada Inn, Arcata, CA | *Operations Manager*

January 2022 - Present

- 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 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 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 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.

Ramada Inn, Arcata, CA | *Housekeeper*

August 2016 - January 2018

- Provide in-depth information about our store, what services we provide, our one goal to let the customers leave with satisfaction and no problems

Humboldt State 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

Programming Related:

- HTML, CSS, JavaScript
- ReactJS, NextJS
- GraphQL, NoSQL, SQLite
- Introductory Linux and Java
- Python
- C++