

Evelin Ortega

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Summary

An ambitious professional with an exceptional knowledge of client services, and 4+ years experience working in teamwork-oriented environments.

Control Center Specialist, Rapid Response Monitoring

November 2022 - Present

- Processed inbound/outbound calls from customers and authority agencies
- Delivered detail-oriented customer service with a sense of urgency
- Handled security alarm activations for residential and business accounts

Legal Assistant, Law Offices of Alejo Lugo & Associates

December 2021 - May 2022

- Initiated contracts and created case files for clients who retained the Attorney
- Examined criminal case discoveries to obtain evidence in favor of the defendant
- Composed and revised written Motions and Declarations for upcoming court hearings
- Interpreted for Spanish-speaking clients during naturalization interviews

Starbucks, Barista

November 2020 - August 2021

- Organized merchandise for inventory launches, and introduced seasonal menu items
- Trained new employees on food and drink preparations, and company policies
- Guided customers in using mobile app technology

Education

Creative Writing - University of California, Riverside

Coding Boot Camp - UCR Extension

Skills

- Typing
- Front-end/Back-end web development
- Conflict resolution

Software Skills: Microsoft Word • Microsoft Excel • Microsoft Powerpoint • Windows

Language Competence: English (Native Language) • Spanish (Fluent) • French (Intermediate Speaker)

Interests: Social Media • Creative Writing • Health / Fitness • Coding