

# JOSÉ CERVANTES

NYC



[jscervantes.github.io](https://jscervantes.github.io)

## LEADERSHIP

### Boom Operator

**TROMA ENTERTAINMENT** 2021  
NEW YORK, NY

Operated boom microphone during scenes.  
Worked closely with Director of Photography to ensure optimal sound quality

### Production Assistant

**MATT H KING PHOTOGRAPHY** 2021  
NEW YORK, NY

Supported team through all stages of production, including development, pre-production, and principal photography on Carhartt and Adobe productions

### Server

**TWENTY-FIRST AVE KITCHEN AND BAR** 2021  
PORTLAND, OR.

Delivered exceptional, friendly, and fast service at a high-volume karaoke bar in Downtown Portland.  
Poured and served drinks, utilizing in-house POS system  
Skillfully anticipated and addressed guest expectations.  
Assisted guests with menu choices in an informative and helpful fashion, while also suggesting additional items to increase restaurant sales.  
Regularly checked on guests to ensure satisfaction with food and beverages.  
Adhered to quality expectations while routinely cleaning tables and counters.

## CASE MANAGER

**DO GOOD MULTNOMAH** 2021  
PORTLAND, OR.

Responsible for directly interfacing with clients and understanding their needs and pathways to housing  
Connects with social services and clients directly to negotiate benefits and aid for houseless alleviation, and provides resources for assigned clients for seamless integration into secure and safe housing including Veterans' benefits, Social Security, government aid, and financial counseling  
Collaborates with senior staff for development of client roster and shelter intake, performing digital communications, digital maintenance, and security logs  
Managerial and hiring experience, assistance with staff onboarding and interview processes

## GUEST SERVICES CAPTAIN

**THE NINES HOTEL** 2019 - 2020  
PORTLAND, OR.

Performed essential clerical, management and guest relations services at the five-star Nines Hotel, the fifth-largest hotel in the Portland, OR.  
Provided customer service during peak hotel hours and overnight shifts, providing security, technology assistance, data management, client intake, financial reports for the Nines management and senior staff, and catering directly to guest needs and protection of guest property and vehicles

## CONTACT

### EMAIL :

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### PHONE :

+1.718.223.7018

## SKILLS

**Bilingual** English and Spanish

**Typing** 70 words per minute

**Microsoft Office** Including Microsoft Teams - daily application

**Google Suite**

**Administrative Experience** 4 years

**Customer Relations Experience** 5+ years

**Hospitality Experience** 3+ years

### Social Services Training

Trained with daily responsibilities in client management, verbal de-escalation, resource allocation, clerical and administrative confidentiality, attention to detail and timeliness, sanitation procedures, COVID-19 safety, critical incident reporting, para-health social services including trauma-informed care and harm reduction modules

## EDUCATION

### OREGON STATE UNIVERSITY

**BS COMPUTER SCIENCE , 2021 - PRESENT**

Remote E-Campus Learning

## TECHNOLOGY

**COMPTIA A+ Certified** TechRise., 2020

Specialized in computer maintenance, project planning, and troubleshooting methods Additional experience building and maintaining PCs, troubleshooting Windows and Unix-based software  
Trained in CompTIA seven-step virus removal procedure  
Experience in Agile software development methodology  
Hardware, software, and network troubleshooting experience

### Languages:

**HTML, CSS:** Strong Proficiency

**Python** Strong proficiency

**Logic :Pro Software** Strong proficiency