

**Julissa Ortiz**  
**(612) 806-1676**  
**julissa.ortiz1125@outlook.com**

## Skills

Able to create a comfortable and supportive environment.

Able to work with javascript, css, html.

I am able to communicate well with co-workers and fellow members.

Fast learner and works well under pressure while being efficient.

## Experience

### **Margie's Kitchen and Cocktails, 13735 Round Lake Blvd NW Andover, MN 55304-Server**

September 2019 - PRESENT

- Interacted with more than fifty customers per shift, managed products, resolved customer conflicts and answered questions while advancing customer service. Memorized over 30 menu items and rotating specials in order to give customized recommendations to guests.

### **Mara at the Four Seasons, 245 Hennepin Ave, Minneapolis, MN 55401-Host**

June 2022 - Present

- Worked in a fast paced and flexible environment. Always worked with an optimistic and positive attitude towards management, fellow coworkers and guests. I also learned how to work efficiently while in a new learning environment. Managed issues with guests quickly and efficiently to advance customer service and a guest's experience.

## Education

### **University of St. Thomas, St. Paul Minnesota — Degree in Progress**

August 2020 - Present

Currently majoring in biology on the pre-dental track.

### **University of Minnesota, Minneapolis Minnesota — Certificate**

February 2023-August 2023

Certificate from the University of Minnesota TC