

Mauricio Ortega

Meridian, ID 83646

mauriciogortega06@gmail.com

+1 208 809 6413

Authorized to work in the US for any employer

Work Experience

Quality Control/Packer

The Rag Company-Boise, ID

June 2023 to August 2024

- Conducted thorough quality inspections of car detailing products to maintain high-quality standards.
- Efficiently packaged various car detailing items into appropriate containers, following company guidelines and order specifications.
- Applied accurate labels, barcodes, and product information to packages in compliance with labeling regulations.
- Maintained organized inventory records and assisted in inventory counts to ensure accurate stock levels.
- Completed necessary documentation, including packing slips, quality control reports, and inventory logs.
- Operated and performed routine maintenance on packaging machinery and equipment.
- Adhered to strict safety protocols and reported safety hazards or incidents promptly.
- Collaborated effectively with team members to ensure a smooth workflow and meet production targets.

Online Grocery Pickup Associate

Walmart-Meridian, ID

August 2023 to January 2024

- Ensured high levels of customer satisfaction through the excellent execution of online orders, including accurate picking of products, timely preparation, and efficient problem-solving for any order discrepancies or customer concerns.
- Utilized Walmart's proprietary technology to accurately fulfill online grocery and merchandise orders, maintaining a consistent accuracy rate of over 98%.
- Applied strong knowledge of product availability and store inventory to make informed decisions on substitutions that closely matched customers' preferences, communicating changes proactively to ensure customer satisfaction.
- Conducted thorough inspections of all items before packing, ensuring adherence to Walmart's quality and safety standards, resulting in a 95% positive feedback rate from online customers.
- Worked collaboratively with the online pickup and grocery team to streamline order processing, reducing average order fulfillment time by 10%.
- Demonstrated flexibility and efficiency by adapting to fluctuating volumes of orders, especially during peak hours and promotional events, while maintaining high service standards.
- Contributed to a smooth and efficient pickup experience by organizing orders for easy retrieval, leading to a 20% increase in positive customer feedback regarding pickup efficiency.

Wheelchair assistance

Streamline Airport Services-Boise, ID

June 2022 to February 2023

- Provided wheelchair assistance and support to passengers with mobility limitations, ensuring a smooth and comfortable travel experience within the BOI environment.
- Safely and efficiently transported passengers with care and professionalism throughout the airport, including terminals, gates, and designated areas.
- Demonstrated strong customer service skills by delivering courteous and helpful assistance, addressing inquiries, and ensuring passenger comfort throughout the journey. Utilized bilingual proficiency in Spanish to assist foreign customers.
- Effectively communicated with passengers, airline staff, and airport personnel to coordinate wheelchair assistance, ensuring seamless travel experiences.
- Adhered to established safety protocols and guidelines, ensuring the proper handling and secure transportation of wheelchairs and related equipment.
- Successfully resolved unexpected situations and challenges, such as navigating crowded areas and managing time constraints, while prioritizing passenger needs.
- Collaborated with fellow wheelchair assistants, airport staff, and relevant stakeholders to optimize the provision of wheelchair assistance services.
- Maintained accurate records of wheelchair requests, services provided, and any incidents or issues encountered during the process.
- Demonstrated reliability, punctuality, and attention to detail in all job responsibilities.

Concrete Worker

M.O.R.-Boise, ID

June 2020 to August 2021

Prepped work site for laying concrete. Spread, smoothed, and detailed concrete finishing with paint and designs. Operated tools such as jackhammer, drills, and other machinery. Worked and assisted other concrete laborers with miscellaneous labor tasks.

Education

High School Diploma

Capital High School - Boise, ID

August 2021 to May 2024

Skills

- Computer skills
- Communication skills
- Teaching
- troubleshooting
- motivating
- open minded
- decision-making
- flexibility
- Active Listener
- Concrete Finishing
- Construction
- Lawn Care
- Customer service

Certifications and Licenses

Forklift Certification

June 2024 to June 2027

Forklift Certification for Classes 1-7