**JOEVANI ORTEGA**

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**Phone: 224-587-0210**

**OBJECTIVE**

# Seeking a full-time position that will utilize my outstanding communication skills and years of experience to fill in and climb the management ladder.

**EXPERIENCE**

(**AeroTek Inc**

**Oct.2017/Present)**

**1111 W 22nd St suite 300 Oak Brook, IL 60523**

**Job Description**

**Forklift Driver**: Moving materials around warehouses, storage yards, factories, other work sites The machine itself has a hydraulic lifting mechanism, and forks for moving heavy and large objects.

**Just in time staffing**

**(Sept-2016/Oct-2017)**

**113 N. Main st Bensenville, IL 60106**

# Job Description

**Forklift Driver**: Operate powered industrial trucks to load and unload materials and deliveries and move them to and from storage areas, machines and loading docks, into flatbed trucks, box truck or storage facilities

**Precision Plating Inc**

**(July-2014/July-2016)**

# 4123 Peterson Chicago IL, 60646

# Job Description

**Chemical Specialist:**

* Operate wet process equipment for PCB panel processing through functions which include manual copper plating, solder plating, silver immersion, gold immersion, electroless copper, electrolytic gold, outer layer etching, organic coating, and hot air level processing.

**Andrew Staffing**

**(Oct-2010/July-2014)**

**4128 N Milwaukee Chicago IL,**

# Job Description

* General labor (forklift, Stock Warehousing, Shipping and receiving)

**Auto Zone** (March-2009/May-2010)

* 3405 W. Armitage Chicago IL, 60641 Manager: Doris Garcia Phone: (773)-772-5092

# Job Description

* Respond to telephone inquiries, providing quality service to customers and associates inquiring about the availability of products or status of orders.
* Listen attentively to caller needs to ensure a positive customer experience.
* Access electronic and paper cataloging systems to look up product information and availability.
* Strive for quick complaint resolution; commended by supervisor for the ability to resolve problems on the first call and avoid escalation of issues.
* Excel within a service-oriented company, demonstrating a talent for communicating effectively with customers from diverse backgrounds.

**EDUCATION**

**Foreman High School (2001-2005) General Program Everest College (2006-2007) Medical Assistant**

**SKILLS**

## **Customer Service Representative- Providing Exceptional Service ... Building Loyal Relationships**

**... Solving Problems ... Increasing Sales. Dynamic customer service professional experienced in both call-center and retail store settings. Excel in listening to customer needs, articulating product benefits and creating solutions that provide value to the customer.**

* **Forklift certify (stand up, sit down, cherry picker, power jack)**
* **RF scanner**

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