

Mia Ortiz

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Objectives: Flexible team player who excels in a fast-paced environment looking for a position with growth opportunities.

Core competencies:

- Strong organizational skills
- Reliable
- Punctual
- Responsible
- Goal Oriented
- Strong work ethic
- Self-motivated
- Attention to detail
- Quick Learner
- Work well in a team and alone

Experience

- **Vatos Tacos and Tequila, Assistant General Manager**
200 N College Ave, Fort Collins, CO 80524 (970) 631-8533
Manager- Blake Lucio
May 30 2020-October 23 2020. Salary: \$48,000/yr

I first trained as cashier/bartender at the Fort Collins location, and quickly moved onto cooking and expo at the Loveland location. My leadership was apparent, and within a month I was promoted to Assistant General Manager. I became TIPS certified and I learned how to use Aloha manager, process payroll, make bank deposits, scheduling, how to give tips through instanttips, hotschedules, and invoices. I took a course in PROBE (Prepare. React. Open. Balance. Evaluate) to better interview potential employees. I coordinate and oversee shifts as well as control labor costs with an average of 23 employees. I do whatever is needed on a shift to help keep everything running smooth; Bartend, cook, serve, bus tables, real time coach of staff to ensure customer satisfaction, handiwork and maintenance tasks including POS troubleshooting and general repairs. I manage morning and end of day financials, closing tasks, and lock up.

I brought up the store QA score from an average of 70% to 90% in one month by delegating necessary jobs to the appropriate personnel.

- **Walker Mowers, Supervisor of Finishing Department**
5925 E Harmony Road, Fort Collins Colorado 80528 (970) 221-5614
Supervisor- Gary Kyle
February 8, 2018-May 22, 2020. Salary: \$17/hour

In my short time at Walker Manufacturing I have risen through the ranks quickly; faster than anybody else has in the company, and I boast the title of being the first and only female team lead this factory has ever had. I was asked to participate in a magazine for my skill as a powder coat technician, and to give perspective as to what it's like being a female in a predominantly male industry.

I lead a team of 7 men in the powder coat department, improving efficiency and productivity by implementing new methods of hanging, rotation, organization and time management. I have been a stand in Supervisor from August 2019-present, maintaining the department. I order inventory for the department and team, help with production on a daily basis, and work closely with supervisors of other departments to ensure everybody has the parts they need. I have developed many interpersonal skills in a team lead course, as well as on the job learning as the head of a department. I help maintain the wash system (PH, TDS, and titration), the ovens, Wagner powder coat guns, burn-off (for hooks) and the liquid paint gun system. I hold morning team meetings when necessary, I manage the paperwork (including JDE, work orders, productivity, and quality control charts), keep track of our rework, and write the rotation schedule for the team.

As part of production, I am proficient with powder coating technique, liquid paint technique, hanging and plugging parts, sanding rework, grinding weld splatter, and packing parts to send to internal customers. Although Walker Manufacturing is my first job in a factory, I have proven to be an incredibly fast learner, (I learn best on the job), a hard worker that will go above and beyond to help everyone around me once I've learned my job fully. I have EARNED the position I am in.

- **King Soopers, Deli Clerk**

4503 JKF Parkway, Fort Collins, Colorado 80525 (970) 223-5759

Manager- Jacob

July 2016-November 2017. Ending salary: \$11.50/hour

Provided friendly and fast customer service. Organized stock according to FIFO, used POS system to check out customers, kept work area clean including the meat and cheese slicers, floor, walk-in freezer, walk-in refrigerator, the food displays, and dishes.

- **Subway Restaurant, MIT (Manager in Training)**

6140 E Crossroads Blvd, Loveland, Colorado 80538 (970) 461-5701

Manager- Denise

October 2010-September 2014. Ending salary: \$12.25/hour

Provided an elevated customer experience to generate a loyal clientele. Assisted customers with food selection, inquiries and order customization requests. Reported to all shifts wearing a neat, clean, unwrinkled uniform. Performed all position responsibilities accurately and quickly without losing quality. Prepared food items for later use to save staff time during rushes. Cleaned and organized the store and equipment while diligently restocking work stations and display cases. Answered phone with professionalism, and handled any complaints in a calm, kind manner. Accurately handled money, and trained new employees.

Education

- **Zoology - 2012**

Colorado State University – Fort Collins, CO

- *General/accounting* – 2010
Front Range Community College
- **Diploma** – 2009
Fossil Ridge High School – Fort Collins, CO

References Upon Request