

**SEBRINA ORTIZ**  
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**Thornton, Co 80260**  
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### **Career Overview**

An energetic, reliable office assistant/loan processor with experience in various industries.

Demonstrate ability to provide exceptional support and service for a broad-range of staff and clients and skilled with working with a diverse group of people.

### **Skill Highlights**

Administrative Support- Meeting Deadlines, Knowledgeable in administrative functions,

Meets/Exceeds goals, Self- Starter, Attention to detail, Office Skills, Employee Training, Filing, Faxing,

Data Entry, Loan Processing, Underwriting, Scanning, Employment Verification, Customer Service,

Microsoft Excel, Telephone Skills, Rent Calculations, Dispatching, Copy, Microsoft Word, Indexing, Verify in work, Shipping & Receiving, Cash handling, Highly Motivated, Schedule Appointments, Core

### **Accomplishments**

**Management Support** - Ensured smooth operations by supporting executive team.

**Training**- Trained processors a staff of 30 employees on the office policies and the steps of processing,

**Research & Investigate** - any necessary information for proper paperwork

**Multitasking** - Demonstrate proficiencies in the telephone, fax, e-mail, and front-desk reception within a high volume environment

**Administration**- Answer multi phone lines, transferred calls to corresponding departments, file

Client's records accordingly Performed administration tasks such as filing, developing spreadsheet, fax papers, photocopying and scanning documents

### **Professional Experience**

**Accounts Payable Mail Clerk/Temp Position July 2015- Present**  
**Bulders First Source Denver, Co/Kelly Services Denver, Co**

Printed and Distributed Invoices and statements from incoming emails.

Received incoming mail from clients of invoices and statements.

Recorded daily numbers of how many documents are printed and distributed to each of the regions.

Received invoices and statements from fax machine.

Received and Delivered checks to the employee that is in charge of certain regions.

Forwarded emails to the correct employee.

Scanned documents that needed to go to the Dallas location by using their NEMO system.

Put in work orders when something needed to be fixed on our floor.  
Placed orders for paper when departments were low

**Project Coordinator/Temp Position Dec. 2014- July 2015  
Home Depot Exteriors Wheat Ridge, Co/Volt Employment Solutions  
Denver, Co**

Scheduled appointments directly with customers, Emailed scheduled appointments to the installer, Kept Customer job services updated in Home Depot's System, emailed orders to the ordering department, Emailed ISMs (Installation Service Managers) For updates on each project, Opened up new services for Customer when they are having any issues with products, Confirm and close services that the installers completed.

**Data Entry Clerk/Temp Position Aug.2014-Nov. 2014 CNA Technologies  
Lone Tree, Co  
Through Volt Employment Solutions Denver, Co**

Received documents through the companies system, indexed each document, sent each document to the correct insurance branch

**Invoice Clerk May 2014 - Aug. 2014 Gourmet International Foods Denver,  
Co**

Checked In driver, made Sure all invoice were returned by drivers Invoice orders, Checked to make sure all orders are completely accurately, Scanned invoices into the company system, Filed and faxed invoices, Printed out daily driver routes, Answered phone calls and transfered calls to where they need to be transferred

**Customer Service Sept 2013 to Oct. 2013 Riggs, Abney, Orbison, Neal &  
Turpin-Denver, Co Appleone  
Temp Agency-Greenwood Village, Co**

Answered phones, Took down brief notes from clients, Scheduled phone appointments between clients & lawyers, transfered calls that needed to be transferred

**Data Entry Clerk March 2013 to Sept 2013 Ricoh- Denver, Co  
Appleone Temp Agency -Greenwood Village, Co**

Indexed 65-95 gas & oil contracts and leases an hour, Verified indexing work that other data entry clerks had done, Started as an indexer but within 2 weeks I was moved up to a verifier, Was put on a special assignment to help come up with a better way to index and or code documents, Indexed and or code Division Orders, Trained new employees on indexing/ coding gas & oil documents

**Loan Processor March 2012 to Sept. 2012 Urban Lending Solutions-  
Broomfield, Co  
Intellisource- Denver, Co USA**

Trained processing steps up to a staff of 8 plus employees, Updated borrowers accounts and information daily, Verified loan paperwork to borrower loans', Created spreadsheets to improve inventory and report accuracy, Excelled within dead-line intensive environment, ensuring accurate and on-time completion of all projects, Assisted in all areas of administrative work including data entry, file organization and research

**Camera Dispatcher June 2011 to Oct. 2011 Front Range Security- Denver,  
Co**

Managed nightly office operations and maintenance of equipment, maintain accurate records for security incidents, Supervised staff of 8 employees, Managed incoming and outgoing calls for the security office, Scheduled and replaced shifts for security guards, Maintained and prioritized nightly tasks and projects as in nightly call logs

**Education**

**Community College of Denver - Denver, Co Jan. 2003 - April 2003**

Office Administrative Certificate

**Abraham Lincoln High School- Denver,**