

# Mia Ortiz

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## EDUCATION

**Paramount High School 2018-2022**(GPA : 4.3)

*High School Diploma- Paramount, California*

**Long Beach City College 2022- Present**

## WORK AND VOLUNTEER EXPERIENCE

### Starbucks

**November 2022- Present**

*Barista- Long Beach, Ca*

- Provide excellent customer service and engage in customer connection
- maintain good customer relations and speedy delivery of all beverages, as well as complete assigned tasks from management every day.
- Perform many different task during each shift to maintain the store
- take orders at the counter and drive-thru and make coffee, tea, and other drinks to customer specifications

### Boba Indeed

**May 2022- April 2023**

*Bobarista- Downey, Ca*

- Performed store opening responsibilities, including verifying deposits, opening shift food safety paperwork, and cleaning duties
- Administered closing tasks by counting and documenting the money made for all shifts
- Served 300+ customers per shift
- Make and memorize drinks, preparing takeout orders, answering questions, and handling payments: cash, credit/debit cards, and apple pay

### Zavala Restaurant y Taqueria

**June 2021 - January 2022**

*Cashier/Waitress - South Gate, CA*

- Performed store opening responsibilities, including verifying deposits, opening shift food safety paperwork, and cleaning duties
- Administered closing tasks by counting and documenting the money made for all shifts
- Served 100+ customers daily by serving tables, making drinks, preparing takeout orders, answering questions, and handling payments: cash, credit/debit cards, and apple pay
- Managed phone calls across 3 lines, taking orders, answering questions, and resolving customer concerns

## CERTIFICATIONS AND SKILLS

- **Food Handler Cards (Exp. 08/2024), CPR, First Aid/AED (Exp. 11/2023)**
- Proficient in Microsoft Office applications (ex. MS Word) and Google Apps (ex. Google Docs)
- Excellent written and verbal communication skills
- Strong problem-solving, analytical, and leadership abilities

## LANGUAGES

- Fluent in English and Spanish