

Regina Ortiz

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Attentive adaptable hardworking and with 6 years organizing documents, providing administrative support to staff members. Skilled at arranging appointments and maintaining office calendars. Organized professional with expertise in telephone communication and cold-calling potential clients.

Work Experience

Receptionist

Animal Hospital Of Pensacola

January 2020 to August 2023

Directed clients to appropriate personnel to address concerns, resolve complaints or answer account-related questions.

Answered and directed incoming calls using multi-line telephone system.

Greeted visitors, assessed needs and directed to appropriate personnel.

Sorted and distributed business correspondence to correct department or staff member, reducing dropped communications and enabling faster responses to key requests.

Maintained daily calendars, set appointments with clients and planned daily office events.

Oversaw office inventory by restocking supplies and submitting purchase orders.

Communicated with vendors to place and receive orders, request maintenance services and deliver instruction on behalf of office management.

Maintained all financial records to verify timely clearance of all credit and debit activities.

Prepared, compiled and filed documents as well as reports presented to various parties.

Followed security procedures, issued visitor badges, monitored logbooks and reported irregularities.

Rendered information to callers and drafted office emails.

Scheduled and confirmed appointments.

Delivered administrative support to team members, including making copies, sending faxes, organizing documents and rearranging schedules.

Toddler Teacher

Childcare Network Inc

September 2016 to December 2018

Implementing the curriculum for all children from infants through preschool children Enrich the classroom with appropriate teacher-made materials and exhibits of child artwork Cared for infants and toddlers

Teach basic skills such as color, shape, number and letter recognition, personal hygiene, and social skills Communicate nonverbally with children to provide with comfort, encouragement, or positive reinforcement.

Helped teach the children the daily lesson Communicate effectively with infants, toddlers, parents, and other staff

Assisting children with personal hygiene and clean up of classroom

Advance social and emotional development with emphasis on gross motor skills and fine motor skills.

Improve the sensory- and perceptual-motor skills, language, & cognition

Worked with the toddlers Support children's cognitive and emotional needs by providing care, compassion and positivity.

Established indoor and outdoor safe play environments for toddler-age children.

Collaborated with parents to develop and maintain strong support networks and build rapport to foster seamless communication.

Implemented hands-on, play-based strategies such as games and crafts for experiential learning.

Identified children in need of extra support for emotional, health-related or developmental concerns and conceived improvement strategies.

Taught children foundational skills such as colors, shapes and letters.

Organized and led activities to promote physical, mental and social development.

Controlled classroom environments with clearly outlined rules and positive reinforcement techniques.

Communicated with children's parents and guardians about daily activities, behaviors and problems.

Supervised circle time, free play, outside play and learning and developmental activities.

Sales Associate

Kohl's Corporation

May 2015 to August 2018

Assisting on the sales floor, recovering fitting rooms, completing price changes, preparing for and taking inventory,

Organizing the stockroom and other tasks Assist management in planning and conducting special assignments involving reorganization of stock in warehouse and in the display of merchandise in the store

Explain the use and advantage of merchandise to customers

Ensured the merchandise is correctly signed Keeping all racks and shelves stocked with the appropriate merchandise; in a sequential order with size and color Utilize the RMU to track merchandise in the stockroom

Complete merchandise recovery, sales floor returns, assisted customers, and responded to pages and phone calls on a daily basis

Assisting the selling department associates and store management, in moving merchandise and fixtures on the selling floor, or between the selling floor

Stockroom areas Restocking merchandise on selling floor Maintaining it to be neat and organized, and orderly stock room Convince customers to open kohls charge accounts.

Kept apprised of emerging trends and provided informative customer service to assist in product selection.

Maintained knowledge of current promotions, exchange guidelines, payment policies and security practices.

Education

GED

Pensacola State College

2015

Skills

- Meticulous and organized
- Flexible
- Office equipment operations
- Neat
- Multitasking and prioritization
- Adaptable
- Multitasking ability
- Multi-line telephone skills
- Organizing
- Inventory
- Dutiful
- Front Desk
- Event Planning
- Equine experience
- Driving
- Reliable
- Animal care
- Receptionist
- Communication skills
- Problem solving
- Customer service
- Front desk
- Typing
- Hospitality
- QuickBooks
- Cooking
- Teaching
- Office management

- Windows
- Computer networking
- Farming
- Agriculture
- Caregiving
- Meal preparation
- Medication administration
- Dementia care
- Organizational skills
- Phone etiquette
- Microsoft Excel
- Veterinary experience
- Medical records
- Nutrition
- Cleaning
- Residential cleaning
- Microsoft Office
- Time management
- Adobe Photoshop
- Personal assistant experience
- Google Docs
- Microsoft Word
- Supervising experience
- Multi-line phone systems
- Computer skills
- Administrative experience
- Office experience

Languages

- Spanish - Fluent

Certifications and Licenses

Driver's License

Assessments

Early childhood development — Proficient

November 2023

Knowledge of the development of children ages 0-3 and of ways to foster that development
Full results: [Proficient](#)

Customer focus & orientation — Proficient

May 2024

Responding to customer situations with sensitivity
Full results: [Proficient](#)

Medical receptionist skills — Proficient

January 2024

Managing physician schedules and maintaining accurate patient records
Full results: [Proficient](#)

Written communication — Proficient

April 2024

Best practices for writing, including grammar, style, clarity, and brevity
Full results: [Proficient](#)

Spreadsheets with Microsoft Excel — Proficient

April 2024

Knowledge of various Microsoft Excel features, functions, and formulas
Full results: [Proficient](#)

Attention to detail — Proficient

April 2024

Identifying differences in materials, following instructions, and detecting details among distracting information
Full results: [Proficient](#)

Administrative assistant/receptionist — Proficient

July 2023

Using basic scheduling and organizational skills in an office setting
Full results: [Proficient](#)

Work style: Reliability — Proficient

July 2023

Tendency to be reliable, dependable, and act with integrity at work
Full results: [Proficient](#)

Work style: Reliability — Proficient

April 2024

Tendency to be reliable, dependable, and accountable at work
Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.