

Joceylyn Silva Ortiz

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Education

CENTRAL COAST COLLEGE | SEPTEMBER 2017 – JUNE 2018

- Major: Computer Office Administration

HARTNELL COLLEGE | AUGUST 2015 – JUNE 2017

General Education Courses

Skills & Abilities

- **BILINGUAL: SPANISH AND ENGLISH**
- QuickBooks
- Microsoft Word and Excel
- Strong Organization Skills
- Communication Skills (Written and Verbal)
- Ten-Key Calculator by touch
- Knowledge of Office Procedures and Equipment
- Positive Mental Attitude Award (from Central Coast College)
- California State Senate Scholastic Achievement Award (from King City High School)

Experience

FAST SERVICES | SALINAS, CA | JUNE 2018 – PRESENT

- Accounts Receivable
- Scheduling
- Confirming
- Answering and forwarding phones calls
- Filing
- Billing

METRO PCS | GREENFIELD, CA | OCTOBER 2017 – JUNE 2018

- Guide customers to get the best wireless service
- Provide guidance while choosing the right device
- Offer current plan deals and accessories for cellphones
- Open and close the store and keep the store clean

DOLLAR TREE, INC | KING CITY, CA | MAY 2015 – OCTOBER 2017

- Assisted with various customers' needs
- Reorganized products to keep the store looking nice
- Cleaned and recovered merchandise in store as needed
- Cashed out and prepared deposits

