




KEYSHO ORTEGA

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 [Bold Profile](#)

PROFESSIONAL SUMMARY

Dedicated Customer Service professional offering polished communication skills. Brings excellent organizational skills and talent for overcoming customer objections.

Self-motivated and true team player. An outgoing, positive demeanor and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Specialize in quality, speed and process optimization. Articulate, energetic and results-oriented with exemplary passion for developing relationships, cultivating partnerships and growing businesses. Delivers excellent customer service by practiced listening and speaking skills. Understands and utilizes sales, merchandising and marketing skills.

SKILLS

- Able To Work In Team Environment
- Customer Retention Strategies
- Issue and Complaint Resolution
- Responding to Difficult Customers
- Data Entry
- Building Customer Trust and Loyalty
- Upbeat and Positive Personality
- Customer Data Confidentiality
- Creative Writing
- Basic Computer Knowledge
- Active Listening
- Google Drive

EDUCATION

WORK HISTORY

Olive Garden - Darden Restaurants - Hostess

Sacramento, CA • 11/2023 - Current

- Enhanced customer satisfaction by promptly greeting and seating guests upon arrival.
- Managed reservations efficiently to accommodate walk-in guests and reduce wait times.
- Implemented table rotation system for optimal server workload distribution, resulting in improved service quality.
- Maintained a clean and welcoming atmosphere by quickly addressing spills and resetting tables after guest departure.
- Provided exceptional customer service by attentively listening to guest needs and promptly addressing any concerns or issues.

Pacific Homecare Services - Respite Care Provider

01/2021 - Current

- On call respite care for foster children

California Montessori Project - Teachers Assistant

Elk Grove, CA • 08/2022 - 01/2023

California State University - Sacramento

Sacramento, CA • Expected in 12/2025

Bachelor of Arts: Film Production

- Minor in Communications

Sacramento City College

Sacramento, CA • 05/2021

A.A. Interdisciplinary Studies Arts And Humanities

- President's Highest Honors for outstanding academic achievement.

Natomas Charter - Performing And Fine Arts Academy

Sacramento, CA • 06/2019

High School Diploma

- Emphasis in Music (Vocal)

CERTIFICATIONS

- CPR, AED, and First Aid for Children, Infants, and Adults

- Kept classrooms clean, neat and properly sanitized for student health and classroom efficiency.
- Handed out classroom materials, like pencils, paper and crayons.
- Worked with lead teacher to monitor class schedule and take attendance.
- Oversaw students in classroom and common areas to monitor, enforce rules and support lead teacher.
- Supported student learning objectives through personalized and small group assistance.

Amazon Flex - Delivery Driver

06/2022 - 07/2022

- Completed on-time deliveries by choosing best and most efficient routes.
- Operated vehicle safely in highly congested areas with no traffic violations.
- Completed rush deliveries on tight timetables to satisfy customer needs.
- Delivered packages to customer doorsteps and business offices.

Elevate Gymnastics Academy - Gymnastics Coach & Office Staff

06/2021 - 04/2022

- Developed lesson plans and routines for individual students to meet personal goals and abilities.
- Maintained fun-filled atmosphere with class participants while remaining professional and focused on achievement.
- Promoted stretching, mobility work and proper form to help athletes safely build strength.
- Interacted with customers by phone, email or in-person to provide information.
- Assisted coworkers and staff members with special tasks on daily basis.
- Managed filing system, entered data and completed other clerical tasks.

Self-employed - Tutor

06/2020 - 07/2020

- Collaborated with students to complete homework assignments, identify lagging skills and correct

weaknesses.

- Motivated students towards learning and studying to build self-confidence and reduce fear of failure.
- Supported students with helpful study habits and exam strategies.
- Provided homework assistance using specific curriculum and materials.

Azusa Pacific University's The Den - Worker

10/2019 - 12/2019

- Maintained work areas by cleaning and straightening for maximum productivity and safety.
- Performed general housekeeping and cleaning tasks.
- Cooked and prepped pasta, pizza and burgers for customers while providing friendly service.

Girl Scouts Of The USA - Girl Scout

08/2008 - 06/2019

- Sold and advertised girl scout cookies.
- Participated in group activities, taught skills to younger scouts, provided encouragement and facilitating opportunities of interaction between younger campers.
- Assisted in developing and implementing program ideas, planned activities for troops.

Sacramento RiverTrain - Server

12/2018 - 01/2019

- Cultivated warm relationships with regular customers.
- Explained menu items and suggested appropriate options for food allergy concerns. Mostly served hot chocolate and cookies.
- Bussed and reset tables to keep dining room and work areas clean.