

Marina Ortega

Winton, CA

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Objective: I am a hard worker who enjoys challenges in different type of work fields, seeking opportunity to learn and that will enable me to use my hard working skills to grow and to contribute in the most effective manner by being a key and effective team player.

Work Experience

Administrative Assistant

Rental Zebra - Merced, CA

July 2020 to Present

As an administrative Assistant I am responsible for answering multiple phone calls, answering emails and assisting all other coworkers with anything that is needed. I speak to hundred of owners that we manage properties for. We manage properties in California, Organ and Texas.. I am in charge of turning on utilities in vacant properties. I distribute all mail to the current person and when receiving utilities bills I charge the tenant accordingly. I also handle work order, sending them to get paid and anything that needs to be filed and organized in the office.

Covid 19 Screener

True Care - Ballico, CA

December 2020 to February 2021

I worked at Sierra Cascade Nursery, where there was over 150 employees. They would drive up to us and we would take temperature and ask them covid 19 question about symptoms. If anyone had symptoms or temperature we would have to file a report and send them home.

Customer Services Executive

Apoyo Financiero - Merced, CA

September 2015 to March 2018

As Customer Services Executive my mail goal is to give our customers the best service. We are a finance service company. We offer Personal loans to everyone but mainly to the Hispanic cultures. My duties are to take our customers application for the loan. Making phone calls to verify their jobs, address of living and references. I process the credit request and review it. I also do the recommendation to the total amount that the customer qualifies for. I take payments and organize all files and paperwork. I also do collection. I do many phone calls every day when our customers are late on their payments. After 10 days of no answer we do a house calls, if no answered within the next few days we re-due verification to make sure our customer's continue in their home address and work place. Once it becomes 3 payments late we take legal action. Working at Apoyo

Financiero requires a high amount of team work but mainly our goal is to give and help our customers with the best customer services.

Assistant Property Manager

The Grove Apartments - Merced, CA

March 2018

As an Assistant Property Manager my duties are to help the Property Manager with all the paperwork and application process. At the Grove Merced it is a 204 unit property which is equal to 900 plus people. It's a low income, section 8 community. I handle a lot of Merced County and state documents. I am responsible for making sure the rents are paid on time as well as collecting payments. Tenets must do a recertification every year to verify their income. My responsibility is to set up appointments to get this paper work done on time. Also, they have to re-new their lease every year which I am also responsible for setting up their appointments to getting it done. I answer multiple phone lines on a daily bases. I am also responsible for organizing community evets. I manage our waitlist that gets updated every day. I reach out to vendors wen something needs to be fixed or if we need to purchase something for the property. At the Grove community we have to deal with a lot of quick thinking and problem solving.

Pediatrics Community Regional Medical Center - Fresno, CA
Obstetrics Clovis Community Medical Center-Clovis, CA

Medical- surgical Community Regional Medical Center - Fresno, CA
Psychiatrist Community Behavioral Medical Center-Fresno, CA

Education

Associate in Science (AS) in Register Nursing

Gurnick Academy of Medical Arts - Fresno, CA
May 2021 to August 2022

CNA Certification in CNA

MJ Nursing Assistant Training Institute - Merced, CA
August 2020 to November 2020

AS in Psychology

Merced City College
2009 to July 2020

Skills

- (BLS) Basic Life Support Certified American Heart Association
Medical Terminology, Pharmacology, Pathophysiology
Knowledge of basic EKG interpretation
Bilingual (Spanish/English)
Training in Certified Nursing Assistant
Computer-literate with extensive software proficiency
Flexible team player and adaptable
Possess excellent verbal and written communication skills
Exceptional customer service
Critical thinking and problem-solving skills
Excellent at maintaining patient confidentiality and upholding professional ethics
Time Management
- Translation
- Multi-line Phone Systems

Certifications and Licenses

CNA

BLS Certification