

# SABRINA ORTEGA

## Operations Manager

✉ sortega@email.com

☎ (123) 456-7890

📍 Towson, MD

in [LinkedIn](#)

## WORK EXPERIENCE

### Operations Manager

#### Retina Specialists

📅 October 2018 - current 📍 Towson, MD

- Researched market trends to find prime advertising opportunities in healthcare platforms, boosting patient base by 15%
- Suggested a doctor-rotation system that reduced patients' waiting time by an average of 7 minutes
- Encouraged cohesion among varying departments, including reception, billing, and clinic roles, to boost overall operating efficiency by 9%
- Coordinated with HR department to recommend new-hire training that reduced instances of misunderstandings and miscommunication in the first 2 months by 42%

### Junior Operations Manager

#### LOTAME

📅 September 2016 - October 2018 📍 Towson, MD

- Acted as point of contact for software customers, assisting with investigations and troubleshooting
- Drafted and adjusted product plans for clients, and spent a minimum of 3 hours instructing each client in how to set up software for intended use
- Implemented a ticketing system for clients' technical issues, and handled all top-tier issues personally, remediating issues within 24 hours
- Collaborated with cross-functional teams, including C-Level, accounts, and marketing to understand product lifecycles, budgetary concerns, client feedback, and ongoing goals

### Server

#### Charlestown by Erikson Senior Living

📅 November 2013 - September 2016 📍 Towson, MD

- Recorded dinner orders for 30+ senior residents, and delivered all orders with 98% accuracy
- Engaged residents in conversation, offered to bring refills, condiments, and napkins, and answered questions about food preparation
- Picked up used dishes, cutlery, and trays from residents, and assisted kitchen crew in tasks, reducing clean-up time by 20 minutes
- Memorized 22 menu options and their ingredients in order to address residents' dietary concerns

## EDUCATION

Bachelor of Arts

Business Administration

#### Towson University

📅 August 2012 - May 2016

📍 Towson, MD

🎓 GPA: 3.7

## SKILLS

Salesforce; Microsoft Excel, Microsoft Word, Microsoft Powerpoint; Data analysis and reporting; Employee onboarding