

# Mayra Ruiz Ortiz

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## EXPERIENCE

### **M&R Landscaping LLC.**

Milwaukee, WI

Chief Financial Officer

March 2016-Present

- Create financial reports on sales
- Manage payroll
- Daily operational calls to distributors
- Create estimates and invoices
- Prepare summary reports for end of year income taxes
- Answer customers calls and emails
- Schedule machinery rentals

### **Columbia St. Mary's Hospital**

Milwaukee ,WI

Customer Service Representative

Sep 2009 — Dec 2015

- Achieve high customer satisfaction rates by providing optimal customer service via phone and in person check-in front desk.
- Scheduling appointments for multiple departments.
- Assisted with insurance, billing, and medical records.
  - Trained new patient service representatives.
- Facilitated English-Spanish medical interpretations.
- Medical billing and coding assistant

### **Froedtert Hospital & Medical College of WI**

Milwaukee WI

Scheduling Coordinator

## SKILLS

Adaptability

Team building

Time Management Leadership

Excellent Communication

People skills

Computer proficiency

Planing

Attention to details

Work Ethic

## LANGUAGES

Spanish

Jan 2015 — Apr 2017

- Handled paperwork, billing, and scheduling.
- Directed workflow, intermediary between departments
- Arranged procedures between departments.
- Facilitated English-Spanish medical interpretations.
- Served in the Cultural Diversity and Inclusion Committee.
- Initiated and completed special projects.

## **EDUCATION**

Cardinal Stritch University , Milwaukee WI-Bachelor of Science in Business and Management

Aug 2013 — May 2017

Milwaukee Technical College, Milwaukee WI- Spanish Medical Interpreter

Sep 2009– May 2010

St. Joan Antida High School, Milwaukee WI- High School Diploma

Sep 2005-May 2009

Graduated with High Honor in History

## **VOLUNTEER**

Aug 2015 — Present, Milwaukee WI

Seton Catholic Schools

Girl Scouts

Milwaukee Public Schools

School Engagement Council

Parent Teacher Organization-Treasurer

St. Roman Catholic Church-Events Committee

## **REFERENCES**

Available upon request