

## EDUCATION

### INTERACTIVE MEDIA DESIGN

Algonquin College | College Diploma  
Ottawa, On. Canada (2023 - Current)

### HIGH SCHOOL

Lester B Pearson | Diploma  
Ottawa, On. Canada (2014- 2017)

## LANGUAGES

### SPANISH

Native proficiency

### ENGLISH

Full professional proficiency

### FRENCH

Basic proficiency

## TOOLS & SKILLS

- Adobe Creative Suite
- Figma
- HTML5 & CSS3
- Bootstrap
- Javascript
- CMS (Wordpress, Drupal, Shopify)
- Wireframing
- Prototyping
- User Personas
- Journey Mapping
- Communication
- Problem solving
- Reliability
- Team Work
- Responsive Design Principles
- User-centric Design Approach



References available upon request.

# NICOLAS ORTIZ

Interactive Media Design Student

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## EXPERIENCE

### Technology Sales Associate

Staples - Bank St, Ottawa, Canada (2018 - 2019)

- Provided technical support, diagnosing and resolving interface and software issues for clients.
- Demonstrated product features and benefits to customers, effectively communicating design principles and functionality to drive user engagement.
- Advised customers on product selection based on their needs and preferences, applying a user-centric approach.
- Optimized product displays and shelf arrangements to increase promotional appeal and user navigation.

### Merchandiser & Cashier

Shopper Drugmart - Ottawa, Canada (2017 - 2018)

- Oversaw departmental purchasing processes, demonstrating organizational skills and attention to detail.
- Aiding buyers in assortment and category planning.
- Facilitated over-the-counter transactions and communication with retail merchants, fostering productive relationships.
- Cultivated strong customer service abilities, ensuring a positive client experience through attentive support and communication.

### Coffee Shop Associate

Tim Hortons - Ottawa, Canada (2020 - present)

- Showcased strong oral communication skills by ensuring exceptional customer service and addressing client needs efficiently.
- Applied collaborative problem-solving techniques to adapt well to challenging situations, both individually and as part of a team.
- Managed stock efficiently to ensure freshness and availability, showcasing attention to detail.
- Fostered teamwork and collaboration in a fast-paced environment, promoting a positive work culture.
- Demonstrated the ability to work well under pressure, a valuable skill for meeting deadlines.