

# PAULO ROBERTO FRANCA ORTEGA

Woburn, MA | 774 253 1989 | paulo.rfo@gmail.com

Motivated and fast learning, with significant experience in different fields.

Detailed, organized and focused on every assigned task.

Possess valid driver's license and clean driving record.

Posses valid Private Pilot license (airplane).

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## WORK EXPERIENCE

### Operations Manager

05/2016 to Present

**CVS Pharmacy**

**Watertown, MA**

- The Operations Manager fulfills the company purpose of helping people on their path to better health by driving store execution and performance while building consumer loyalty to CVS/pharmacy through a focus on excellent customer service. Maintain an engaged, productive store team through strong leadership, demonstrating initiative and leading by example.
- Supporting the Store Manager in the total leadership and strategic operation of a CVS/pharmacy store including:
  - Overall store management, supervision, and policy implementation.
  - Sales and inventory management.
  - Employee staffing, training, and development.
  - Financial management.
  - Customer service leadership.
- 1. Management:
  - Lead others and work effectively with store crews.
  - Supervise, assign and direct activities of the store's crew.
  - Effectively communicate information to store crew and supervisors in an open and timely manner.
  - Support Store Manager with actions plans for operational and service improvement.
- 2. Customer Service:
  - Assist customers with their questions, problems and complaints.
  - Promote CVS customer service culture (greet, offer help, and thank).

## **Courier**

10/2016 to 05/2022

**USPack Script**

**North Grafton, MA**

- Performed daily pickups of medical specimens from several different veterinarian clinics/hospitals.
- Used strong time management skills to coordinate pickups/deliveries in a timely manner.
- Developed understanding of most efficient router to take for deliveries to avoid high traffic and construction areas, improving efficiency.
- Professionally interacted with customers to establish lasting relationships by determining needs and responding promptly to questions, effectively improving business relationships.
- Communicated with all partners, including dispatchers, upper management and colleagues.

## **Delivery Driver**

09/2016 to 10/2016

**Domino's Pizza**

**Shrewsbury, MA**

- Collaborated with customer service teams and management to resolve order issues or customer complaints.
- Demonstrated excellent customer service through positive and professional interaction with customers and acted with a sense of urgency to drive positive customer experience.
- Enhanced the company's image by complying with uniform and appearance standards to contribute to an atmosphere of teamwork and professionalism.
- Handled money with accuracy, processing payments, receipts and maintaining control of submitted cash.
- Planned efficient routes to deliver multiple orders per trip and achieve strong performance ratings.

## **3D Design Manager**

09/2009 to 05/2016

**NorteMkt**

**São Paulo/Brazil**

- Led project teams in business performance on 3D projects, including design reviews and delivery milestones according to contract.
- Established new design guidelines and conventions resulting in optimized consistency and efficiency in modeling and design department.
- Built library of standard 3D models for use and customization on multiple projects, saving costly rework on future jobs.
- Researched and learned latest developments and trends in 3D design, modeling, tools and technologies and shared knowledge with team.
- Created intricate and visually clear 3D renderings as part of major project proposals for architectural firms.
- Communicated directly with clients before and during modeling work to verify full understanding and delivery of required products.
- Researched and implemented a Render Farm, improving rendering power, resulting in significant improve in productivity and quality.

## **3D Generalist**

04/2006 to 06/2009

**Clive Digital**

**São Paulo/Brazil**

- Set and maintain high standards of quality for every project.
- Implemented variables such as anticipation and impact for model development.
- Combined technical and artistic abilities to accomplish challenging animation objectives.
- Worked alongside writers and producers to create unique designs to translate artistic vision into visual medium.

## **Motion Graphics Designer**

08/2005 to 04/2006

**Bandeirantes Radio and TV Channel**

**São Paulo/Brazil**

- Created complex animations for television news including smartphones and websites content.
- Worked closely with illustrators and designers to analyze project objectives, specifications and deadlines.
- Applied contemporary trends in production design to produce stunning, forward-thinking work.

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## EDUCATION

### University Anhembi Morumbi

Bachelor's  
Digital Design  
São Paulo/ Brazil  
01/2003 to 12/2007

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## CERTIFICATIONS / LICENSES

### Airplane Pilot Licenses

#### FAA Licenses:

Private Pilot Airplane  
IFR - Instruments Flight Rules

#### Brazilian Licenses:

Private Pilot Airplane  
Commercial Pilot Airplane  
Certified Flight Instructor Airplane  
Instrument Flight Rules Rated (IFR)

Licenses achieved in Sao Paulo/Brazil, at Airclub of Sao Paulo

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## SKILLS

- Design - 10+ years
  - 3DS Max
  - Fusion 360
  - Vray Render
  - Adobe Photoshop
  - Adobe Illustrator
  - Adobe AfterEffects
  - Adobe Premiere
- Driving - 6+ years
- Piloting - 9+ years
- Design and Computer Software
- Teamwork
- Responsibility
- Problem-Solving

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## LANGUAGES

- English - Fluent
- Portuguese - Expert

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## LINKS

[http://www.behance.net/paulo\\_ortega/frame/all](http://www.behance.net/paulo_ortega/frame/all)