**Carlos R. Ortega Peguero**

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***EDUCATIONAL BACKGROUND:***

**Degree       Year           University                                           Major**

B.S            2024    The New York City College of Technology  Business & Technology of

                             City University of New York (CUNY) Fashion

A.S.          2015   Borough of Manhattan Community College Associate degree in City City University of New York (CUNY) Liberal Arts

**Professional licenses or certifications**

CUNY Certification, Sexual Harassment, Gender-Based Harassment, and Sexual Violence Student Curriculum, The New York City College of Technology, July 9th ,2024, CUNY

[C:\Users\ortegac4\Downloads\NYCCT CERTIFICATE CARLOS ORTEGA.pdf](about:blank)

NEW YORK CITY HEALTH & HOSPITAL, Revenue Cycle Institute, for successful completion of Revenue Cycle Institute, Essentials,

Bellevue Hospital, April 27, 2022, NYCH&H

New York City Health & Hospital, Revenue Cycle Institute, Sexual Harassment Prevention Training Cycle 4, Bellevue Hospital, April 05, 2022,

New York City Health & Hospital, Maximus, Certificate of Completion, NY State of Health Online Assistor Certification of Training, Bellevue Hospital, April 04, 2022

New York City Health & Hospital, Revenue Cycle Institute, successful completion of A Guide to Financial Counseling, Bellevue Hospital, April 6, 2022

**HONORS AND AWARDS**

2017 Recipient, **Deans List**, earning a GPA above 3.5, The New York College of

Technology, CUNY

2024 Recipient, First Class Service Award, In recognition of your steadfast quality service, New York City Health + Hospital, Bellevue Hospital

**PROFESSIONAL LEARNING**:

     Attended, Conversation with Creative director, Colm Dillane, New York City College of Technology, 2023

**EXPERIMENTAL LEARNING**:

*Attended, Food & Fashion, The Museum at FIT,*

*227 West 27th Street, New York, NY 10001. 2023-2024*

*Attended, Food & Fashion, The Museum at the Fashion Institute of Technology,*

*227 West 27th Street, New York, NY 10001. 2023-2024*

*Attended, Understanding the Active Shooter training, New York City Health & Hospital, 461 First Ave. New York, NY 10016. 2023-2024*

**SOCIAL MEDIA & RESEARCH, DATA BASE & COMPUTER TECHNOLOGY**

**SOCIAL MEDIA:**

*Instagram* | *Facebook |* Snapchat | X | TikTok | LinkedIn | Pinterest

*Purple Fashion Magazine | Vogue Magazine | WWD | Fashionista*

*Kid Super* | *Maison Margiel | Runway Relapse | DanaBlairdesings* | *JonnycotaStudio*

**DATA BASE:**

**COMPUTER SKILL:**

*Zoom* | *Adobe* | *Microsoft PowerPoint* | *Microsoft Excel | BRIGHTSPACE*

**PROFESSIONAL EXPERIENCE:**

**NYC Health and Hospitals Corporation Bellevue Hospital Center August 2020 to Present**

# Clerical Associate Level III

* Conducting registration to obtain identifying information (demographic, biographic, and insurance status. Ensuring information is entered accurately into the EPIC and Dentrix system.
* Establishing Medical Record Numbers for new patients.
* Performing system checks to verify insurance coverage including EPIC, RTE, and ePaces for Medicaid.
* Accepting patient payments of cash, debit and credit cards including issuing payment receipts.
* Performing other assignments as deemed necessary by the department
* Registrar in the Pediatric Dental and Covid-19 Vaccine Clinic

# Allure Jewelry May 2015 to April 2020

# Sales Associate

* Effectively manage a high-volume inbound and outbound calls
* Handled Inventory and Shipment
* Address and resolve and document Customer’s demands, requests and complaints empathetically, patiently and professionally.
* Answer department telephone within specified number of rings determined by property guidelines, using correct greeting and telephone etiquette.
* Improved cross-department communication by delivering the developing department’s vision to the product team.

**Payless Shoe Source June 2012 to April 2014**

# Assistant Manager/Sales Associate New York, NY

# Provided bookkeeping and clerical support.

* Prepared and processed orders utilizing Microsoft Excel.
* Reconciled monthly commission statements.
* Performed collection duties on past due accounts.
* Coordinated inventory reports.
* Visited other stores and assisting during the inventory seasons.
* Provided maintains to store visuals merchandising.
* Interviewed, hired and trained temporary and Part/Full time personnel.
* Resolved customer complaints in a timely fashion.