

# Richard Montalvo

## PRODUCTION ASSISTANT

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(786) 280-4006

karma7830@gmail.com

Phoenix, AZ 85006

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*Dedicated and hard-working professional with a passion to learn all there is about the film industry. Current film student at SCC and eager to start learning as a PA.*

### SKILLS

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- Delivery Procedures
- Delivery Management
- Client Needs Assessment
- Personalized Support
- Verbal and Written Communication
- Payment Processing
- Accurate Money Handling
- Security Standards
- Safety Rules

### EXPERIENCE

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#### IN-STORE SHOPPER

Fry's

**Phoenix / Maricopa, AZ**

*October 2020 - Present*

- Maintained positive working relationships with customers, team members, and leadership.
- Received work assignments from order system to fill orders.
- Resolved customer complaints quickly by contacting leadership.
- Stored product correctly in staging area, following safety guidelines.

#### ROOM-SERVICE

Sheraton

**Phoenix / Maricopa, AZ**

*September 2014 - July 2020*

- Demonstrated excellent customer service skills by promptly responding to guest requests and inquiries.
- Maintained a clean work area in accordance with health safety regulations.
- Utilized strong communication and interpersonal skills to build relationships with guests, colleagues and supervisors.
- Followed up with customers after their meal was served to ensure satisfaction levels were met.
- Worked closely with other departments such as housekeeping and maintenance staff in order to ensure smooth running of services.
- Assisted in the preparation of room service trays for special events as needed.

#### ROOM-SERVICE

Marriott

**Salt lake city, UT**

*July 2010 - May 2014*

- Adaptable and willing to take on additional tasks when asked by management.
- Adhered strictly to hygiene standards when handling food products and equipment.
- Ensured all food items were properly labeled, stored and rotated according to established guidelines.
- Responsible for ensuring that all dishes were presented attractively before serving it to guests.

- Performed cashier duties such as taking payments, balancing daily transactions, issuing receipts.
- Demonstrated excellent customer service skills by promptly responding to guest requests and inquiries.
- Trained new employees on the proper procedures related to room service operations.

## EDUCATION

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**ASSOCIATE IN ARTS (A.A.) IN FILM EDITING CANDIDATE**  
Scottsdale School of Film & Theater, **Scottsdale, AZ**

*Expected graduation Dec 2024*

## CERTIFICATIONS

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- Avid Certified, Scottsdale School of Film & Theater, 2022
- Arizona Film & Digital Media FILM READY Crew PA Certification, Scottsdale School of Film & Theater, 2023

## LANGUAGES

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- **Spanish**  
**Advanced**