



DONOVAN ORTIZ

Psychologist / Customer Service Specialist

Experience

Formula 1 Mexican Gran Prix

Costumer Service Advisor / Customer Service Analyst / Zone Coordinator

**Ciudad de Mexico - Mexico
2021 - 2024**

I worked for the world's largest sporting event. I coordinated areas within the race track and specialized in customer service. I had direct contact with suppliers to develop logistics for the arrival of products for the event. During these years, the Grand Prix won awards for Best Event of the Year and Best Sporting Event in the World. I led, along with 10 others, a volunteer team of 450 people for the event.

Total Party Mexico

Customer service specialist

**Ciudad de México - Mexico
2014 - 2019**

In Total Party, I had the opportunity to recruit and administer psychometric tests, as well as manage logistics with service providers for events. I coordinated decoration, audio equipment installation, waitstaff, and DJs. This gave me extensive experience in various areas of event organization.

METROPOLIS QUERETARO

Event Organizer

Content creator for Metropolis Network. Organized several events, including ECOFEST in 2023, which focused on environmental conservation in Queretaro State. Led the volunteer team within the event, overseeing logistics for the arrival and departure of volunteers.

Centro Cultural Manuel Gomez Morin

Teacher

**Queretaro - Mexico
2021 - 2023**

I taught classes and workshops on Neuroanatomy, workshops on mental health, and the impact of mindfulness on the human being.



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Ciudad de Mexico

Languages

- Spanish
- English
- Italian (Basic)

Expertise

- Leadership
- Creativity
- Sales
- Problem Resolution
- Public Speaking
- Team Work
- Proactive

Education

Technological University of Mexico

Psychology
2019 - 2023

Universidad Tecnologica de Mexico

"Master's degree in Organizational Psychology
Currently studying

Graduates

CUM LAUDE

Queretaro - Mexico

Certificate in Human Neurobiocomportament.

Universidad del Alma

Colombia

International Certificate in Mindfulness.

CUM LAUDE

Queretaro - Mexico

Certificate in Gastrointestinal Issues Related to the
Microbiota.

HUMANITAS

Queretaro - Mexico

Certificate in Detection of Dangerous Personalities and
Graphology.