

INDIRA ORTIZ FIGUEROA

Email: indisof98@gmail.com

OBJECTIVE

Versatile professional with experience in communications and strong customer service skills, goal-oriented with agile and innovative execution. Highly adaptable and creative, with strong interpersonal communication abilities and a solutions-driven approach that generates meaningful impact in dynamic environments.

SKILLS

- Oral and written fluency in Spanish, English, and French
- Excellent interpersonal and communication skills
- Customer service and consultative sales
- Teamwork and leadership
- Tools: Adobe Photoshop, Premiere Pro, Creative Cloud, Canva, Microsoft Office
- Audiovisual communication complemented by knowledge of photography and visual arts

HIGHLIGHTS

- Ability to work with people from diverse cultures; strong interest in public relations and public-facing roles
- Planning, conceptualizing, and coordinating interactive events/activities in collaborative environments
- Group coordination and management (on-set/event operations) with a focus on quality and execution

EXPERIENCE

Customer Service – Eastern National | Old San Juan | 2023–Present

- Responsible for sales and personalized customer service, identifying needs and offering tailored recommendations to maximize sales at the El Morro and San Cristóbal National Historic Site.
- Communicated information about Puerto Rican history, culture, and biodiversity, adapting educational messaging to different age groups and cultural audiences.

Production Assistant – Netflix | Old San Juan | 2023

- Coordinated background talent (extras) and provided logistical support during filming.
- Managed groups and on-set communication to support efficient execution of the production plan.

Production Assistant – Lusca Film Fest | Guaynabo | 2022

- Supported resource quoting/management and contributed to the festival's visual concept aligned with the proposed theme and activities.
- Collaborated with the production team to ensure an effective audience experience.

Audiovisual Production Assistant – PJ Gaffers | 2021–2022

- Managed and coordinated audiovisual equipment logistics, working with industry professionals in commercial, television, and film environments.

EDUCATION

- **University of Puerto Rico, Río Piedras Campus — B.A. in Communications (Concentration: Film) | GPA 3.7 | 2022**
- **Central Specialized School of Visual Arts — High School Diploma (12th Grade) | GPA 3.7 | 2017**

NOTABLE ACHIEVEMENTS

Miss San Juan – Miss Universe Puerto Rico (2025)

- Beauty pageant representative with experience in public speaking, poise, strong public presence, and professional image management.
- Active presence in interviews, public appearances, and digital content, with strengths in communication, storytelling, and building strategic audience connections.
- Content creation and self-marketing aligned with Miss Universe standards: personal branding, storytelling, visual consistency, and social media engagement.