

# Joel Ontiveros

1582 North Cedar Blvd, Cedar City, Utah | (435) 233-4490 | joelontiveros@gmail.com |

Dedicated professional with a versatile background encompassing customer service, entrepreneurship, and web development. Demonstrated success in business management, cultivating client relationships, and delivering top-tier web solutions. Committed to community engagement through volunteer initiatives and driven by a relentless pursuit of knowledge. Seeking a dynamic role in public administration.

## Experience

**Matrix Marketing** | November 1996 - 1998

Customer Service Agent

- Provided exceptional customer service to AT&T clients in the Midwest and East Coast.
- Assisted clients with business needs, including phone line additions, call waiting, and equipment requests.

**Walker Center Coffee Shop** | January 1999 - 2000

Owner & Operator

- Established and managed Walker Center Coffee Shop, achieving profitability and customer satisfaction.
- Led a team of three employees, devised marketing strategies, and crafted various coffee drinks.

**Undergrounds Coffee** | January 2001 - 2004

Owner & Operator

- Successfully operated Undergrounds Coffee, offering coffee and vegan menus to the community.
- Collaborated with a local hip-hop clothing shop, organizing events and parties to enhance business engagement.

**Questar Gas Green Tag Program** | 2004 - 2006

Gas Appliance Compliance Specialist

- Engaged with Questar Gas clients, ensuring compliance with Utah's green tag program.

- Assisted customers in maintaining properly functioning gas appliances.

### **Independent Web Development** | 2010 - Present

Freelance Web Developer

- Delivered comprehensive web development services, including HTML, MySQL, WordPress, and graphics.

- Provided ongoing web hosting support to clients.

## **EDUCATION**

### **Master of Public Administration**

Southern Utah University, Cedar City, UT | September 2021 - Present

### **Triple bachelor's degree in Philosophy, History, and Sociology**

Southern Utah University, Cedar City, UT | July 2016 - 2021

### **High School Diploma**

Highland High School, Salt Lake City, UT | Graduated 1996

## **Certifications**

### **Community Health Worker Certificate**

Southern Utah University | Graduated 2021

## **Awards**

Co-Creator of Southern Utah University **Undergraduate Philosophy Conference** | 2015

**Phi Kappa Phi Honor Society** | Since 2017

**Dean's List** | 2017, 2018, 2020

**Sociology Student of the Year** | 2020

**Summa Cum Laude** | 2021