

# Laura Lopez

Pomona, CA

justhd24@gmail.com - 909-573-8711

To obtain a position as a customer service representative in a company where i can optimize my skills to accomplish the goals of the company.

Willing to relocate

Authorized to work in the US for any employer

## WORK EXPERIENCE

### **LOAN PROCESSOR**

NETWORK CAPITAL FUNDING CORPORATION - August 2015 to Present

Responsibilities include collecting and verifying an applicant's personal information and financial records for the loan, gathering data from multiple sources and taking each file from pre-approval to closing. Responsible of ensuring that all loan documentation is complete and accurate and verifying loan documents including income, credit, appraisal and title insurance, ultimately preparing application for submittal to the underwriting department.

### **OFFICE MANAGER**

FRED LOYA INSURANCE - January 2012 to August 2015

Responsibilities included reporting to Regional Manager regarding monthly sales and premium growth. Supervised, organized and managed sales team to ensure sales goals were met and that customer service was exemplary. Ensured quality and consistency in all customer service inquiries. Assisted the Human Resources department in recruiting, interviewing and hiring new employees and completed and processed employee documents, such as time sheet corrections and sick and vacation pay requests, entered bank time in system, worked on office schedule and monitored employee worked hours. Additionally, coordinated training and evaluations of employees. Employee and/or customer conflict resolution. Ensured execution of procedural initiatives. Established a model of leadership, accountability, and accuracy. Maintained availability for employees to answer, explain or clarify any questions that may arise.

### **MEDICAL ASSISTANT**

URVASHI SURA MD INC - January 2011 to January 2012

Assisted doctor with various medical procedures. New patient intake, vital signs, charting, answering phones, and patient scheduling.

### **GUEST SERVICE ASSOCIATE**

TARGET - 2009 to 2011

Process returns and check out transactions. Price checks, answer incoming calls, open Target Red Card accounts, assist sales floor with go backs.

## EDUCATION

### **CERTIFICATION in MEDICAL ASSISTANT**

EVEREST COLLEGE

2009 to 2010

### **GENERAL EDUCATION**

MT. SAN ANTONIO COLLEGE

2006 to 2009

**HIGH SCHOOL DIPLOMA**

DIAMOND RANCH HIGH SCHOOL

2002 to 2006

**SKILLS**

Customer Service, Microsoft Office, 10 Key, Bilingual, Data Entry, Fast Learner, General Office Skills, Organized, Sales

**ADDITIONAL INFORMATION**

**Skills & Abilities**

- Ability to analyze, explore and evaluate information.
- Ability to work independently, yet collaborate with others.
- Excellent written and verbal communication skills, organization and planning, problem-solving, adaptability.
- Bilingual in Spanish language
- Proficient in Microsoft Office
- Type 55+ WPM and 10 Key Data Entry