LUIS LOPEZ

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Portfolio: https://ll8719.github.io/portfolio-deploy/

SUMMARY

I am a dedicated professional with an exceptional work ethic. As a team player, I thrive in collaborative environments, leveraging my strong communication skills to foster effective relationships with clients and colleagues alike. A fast learner, I quickly adapt to new challenges and industry changes, ensuring that I stay ahead of the curve. Strong problem-solving abilities, I approach complex situations with a strategic mindset, finding innovative solutions that meet the needs of both customers and stakeholders. With a customer-centric approach and extensive customer service and sales experience, I prioritize providing outstanding service, exceeding expectations, and building long-lasting relationships.

TECHNICAL SKILLS

Languages: HTML, CSS, JavaScript, SQL. | Databases: MySQL, MongoDB.
Front-end Frameworks/Libraries: React. | Back-end Frameworks/Libraries: Node.js, Express.
APIs and Query Languages: GraphQL, Apollo | Deployment Platforms: Heroku.
Version Control: GitHub.

PROJECTS

ShareMeal https://github.com/LL8719/ShareMeal | https://sharemeal.herokuapp.com/

- ShareMeal is a platform where food lovers can share recipes with a community of like-minded individuals.
- My core responsibility on the project was to set up the back end using queries and mutations for retrieving, adding, updating, and deleting data.
  Assisted on the front end functionality using React and JavaScript for user interface.
- GraphQL, Node.js, Express.js, MongoDB/Mongoose, React, JavaScript, Bootstrap.

Passport Tales https://github.com/LL8719/Passport-Tales
| https://passport-tales-66b1824da5d0.herokuapp.com/homepage

- Passport Tales is a platform where Travel enthusiasts can share their trips and see other user experiences.
- I worked with other 2 team members and set up the back and front end together. I specifically was in charge of implementing the Nodemailer functionality and after submission changed the styling from milligram to regular CSS.
- Node.js, Express.js, Sequelize, Dotenv, Nodemailer, JavaScript, CSS, Handlebars.

Weather Dashboard   https://github.com/LL8719/ShareMeal
| https://ll8719.github.io/Weather-Dashboard

- Weather Dashboard is a platform where users can check the weather of their preferred location.
- Sole developer
- HTML, CSS, JavaScript, Third-Party API's.

WorkDay Scheduler   https://ll8719.github.io/Work-day-scheduler/ |
https://github.com/LL8719/Work-day-scheduler

- Work Day Scheduler is an application where users can save events for each hour of the day.
- Work with the Day.js library and make sure the functionality for the users to be able to save and delete events worked.
- HTML, CSS, JavaScript, JQuery.

EXPERIENCE

President's Club Banker/Solutions Consultant (NMLS ID 935995)   06/2015-09/2022
Rocket Mortgage   Phoenix, AZ

- Managed a high-volume pipeline of loans, ensuring accuracy and efficiency in the loan application process.
- Utilized effective communication skills to resolve challenges and provide creative solutions for clients.
- Collaborated with cross-functional teams and clients from various business areas to ensure seamless loan processing.
- Developed and maintained strong client relationships, understanding their needs and aligning them with suitable loan options.
- Leveraged persuasive and influencing abilities to gain client trust and secure their business through honest and transparent communication.
- Kept up-to-date with lending guidelines and regulations, ensuring compliance and a smooth loan process for clients.
- Mentored and coached colleagues to help them reach their full potential.

Mortgage/Loss Mitigation Specialist   06/2012-06/2015
CITI/Mortgage   Tucson, AZ

- Initiated contact with customers to collect overdue payments.
- Overcame objections and persuaded borrowers to bring their loans current.
- Provided excellent customer service while advocating for suitable payment options.
- Assisted and coached fellow agents to enhance their performance.

EDUCATION

Bootcamp Certificate: University of Arizona, Phoenix, AZ
Full stack Web development
A 24-week intensive program focused on gaining technical programming skills in HTML5, CSS3, Javascript, JQuery, Bootstrap, Firebase, Node Js, MySQL, MongoDB, Express, Handelbars.js & ReactJS.