

MARCO A. LOPEZ

U.S. Citizen

409.790.7789

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SUMMARY

Leveraging human understanding and business marketing skills to help inform, design and build amazing customer experiences both in D2C & B2B spaces.

SKILLS

Process Improvement	Product Knowledge	Client Service	Retention	Upselling
Transaction Procesing	Conflict Resolution	Time Management	Risk Mitigation	Adaptability
Bilingual (English & Spanish)	Team Leader	Jira	Confluence	MS Office

EXPERIENCE

Client Relations Manager, **Openlandmark** ***Jan 2019–Present***

For these projects, I leverage my skills to collaborate with clients, designers and engineers to nurture and transform solutions into thoughtful websites and applications. The following are projects that I helped scoped and actively support:

∴ surgemedia.io	React/Ghost	<i>Feb. 2021–Present</i>
∴ jumpgodathletic.com	Shopify	<i>Nov. 2020–Present</i>
∴ shawleycoker.com	Shopify	<i>Oct. 2020–Present</i>
∴ cyberxfitness.com	Uscreen	<i>Sept. 2020–Present</i>
∴ speedlionathletics.com	Shopify	<i>Sept. 2020–Present</i>
∴ shop.sphere.club	Shopify	<i>Jun. 2020–Present</i>
∴ athleticempiregym.com	Shopify	<i>May. 2020–Present</i>
∴ powa.sphere.club	Uscreen	<i>Apr. 2020–Present</i>
∴ jennymlashes.com	Woocommerce	<i>Mar. 2020–Present</i>
∴ rmfash.com	Woocommerce	<i>Jan. 2019–Present</i>

Industrial Maintenance Specialist, **BrandSafway** ***Jul. 2021–Jul. 2022***

- ∴ Collaborated with Exxon representatives to identify logistical bottlenecks
- ∴ Proposed solutions and assisted in their adoption with training material and support
- ∴ Managed a crew of six team members while delegating tasks from various stakeholders

Waiter, **Machos** ***Feb. 2015–Jul. 2021***

- ∴ Created positive customer experiences with minimal wait time and clear communication
- ∴ Collaborated on various tasks during peak hours to ensure continued customer satisfaction
- ∴ Facilitated conflict resolutions while upholding or establishing service related policies

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EDUCATION

Bachelor of Business Administration, Marketing May 2020

- ∴ Lamar University, College of Business – Beaumont, Texas
 - Learned to manage my time, leverage technology, and effectively deliver on projects

PROJECTS

Account Coordinator, Z&E Services Aug. 2016–Jan. 2017

- ∴ Launched tutoring services at multiple apartment complexes to increase tenant retention
 - Negotiated contracts and expanded into various complexes in the Houston Area
 - Oversaw the hire of tutors and event coordinators to help service our contracts
- ∴ Managed and tracked attendance for over 65 students as well as payroll for tutors

LEADERSHIP

Marketing, Society of Hispanic Professional Engineers 2017–2019

- ∴ Used graphic design and copywriting skills to attract and promote student engagement

Volunteering, Habitat for Humanity 2017–2019

- ∴ Helped with the construction and improvement of homes for families in need

Tutoring, Lamar University 2017–2019

- ∴ Helped students to pass courses in Mathematics, Business Law, Composition