

PIERINA LOPEZ

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I am fluent in both spoken and written English and Spanish. I am a proactive and decisive individual who thrives on challenges and excels in high-pressure environments with a focus on achieving objectives. My skill set includes proficiency in AUTOCAD, REVIT, intermediate-level Excel, Powerpoint, and Prezi.

With a background in managing teams and supervising construction projects, I have valuable experience in an architecture studio where meticulous planning was a key aspect. I possess strong leadership abilities and am committed to delivering optimal results in any given situation.

Furthermore, I bring enthusiasm to my role as a Sales and Customer Service professional, demonstrating excellent communication and negotiation skills. My commitment to providing top-notch customer service is driven by a deep understanding of products and services. I am adept at creating solutions that foster customer loyalty, retention, and revenue growth.

In addition to my customer-centric approach, I have a proven track record in training, managing, coaching, and mentoring sales and customer service associates. My ability to interact effectively with individuals at all organizational levels and the public contributes to my success in facilitating positive outcomes.

EMPLOYMENT HISTORY

APR 2023 - PRESENT

BARTENDER/WAITER, IRISH PUB

- Preparing alcoholic or non-alcoholic beverages for bar and patrons
- Served customers at the Irish Pub, ensuring prompt and friendly service.
- Maintained inventory levels, placing orders to restock supplies when needed.
- Implemented upselling techniques, consistently increasing beverage sales by 20%.

MAR 2023 - APR 2023

ORDER PICKING, DISTRILOG.

- Packing and sorting products
- Stacking and wrapping pallets.
- Moving and preparing large quantities of product for production and/or shipment
- Drive a VT

DEC 2022 - APR 2023

FAST PACKER, BEYERS

- Packaging of coffee products.
- Keeping my working area clean.
- Stacking and wrapping pallets.

OCT 2022 - OCT 2023

BARISTA, THE BIG C.

- Make and serve beverages such as coffee, tea and specialty beverages.
- Take customer orders and payments.
- Clean and sanitize their work areas
- Set areas and equipment/tools.

JULY 2022 - SEPTIEMBRE 2022

DISHWASHER, BISTRO31

- Maintains a clean kitchen
- Stacking and wrapping pallets
- properly washes and sorts soiled dishes
- Sets up dish stations, including dish machines and sinks.
- Maintains clean / dry floors throughout the shift.

APRIL 2022 - JULY 2022

WAREHOUSE WORKER, GREENYARD

- Packing and sorting fruits
- Stacking and wrapping pallets
- Moving and preparing large quantities of product for production and/or shipment

MAY 2020 - AUGUST 2021

CUSTOMER SERVICE REPRESENTATIVE, TELEPERFORMANCE

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Collected customer feedback and made process changes to exceed customer satisfaction goals 95%.
- Used company troubleshooting resolution tree to evaluate technical problems while leveraging personal expertise to find appropriate solutions.
- Evaluated account and service histories to identify trends, using data to mitigate future issues.
- Cultivated customer loyalty, promoted repeat customers, and improved sales.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Educated customers on promotions to enhance sales.
- Responded to customer requests for products, services, and company information.

JUN 2019 – MAR 2020

**ASSISTANT IN ARCHITECTURE AND DESIGN STUDIO, WAO – WOLD
ARCHITECTURE OFFICE**

- Devised overall strategy for documentation and identified design sets planned for each stage of work including as-built designs and final building information models (BIM).
- Verified construction documentation conformed to quality assurance standards and client requirements.
- Construction Supervisor
- Eliminated project lags by inspecting work-in-progress, tracking lead times and testing work

to achieve quality control specifications.

- Collaborated with management, technical crew members and fellow supervisors to organize efficient operations and achieve demanding schedule targets.
- Maintained safe practices and operated within budget constraints by training construction workers on best practices and established protocols.
- Sustained safety protocols, ensuring proper, cost-effective and safe handling and usage of equipment and materials.
- Implemented emergency programs to eliminate obstacles to success.
- Identified and implemented strategic plans based on accurate readings of specifications and solid collaboration with project leadership.

MAR 2018 – MAY 2019

ASSISTANT IN ARCHITECTURE AND DESIGN STUDIO, TEKUM CONSTRUCCIÓN Y ARQUITECTURA SAC

- Created, printed and modified drawings in AutoCAD and Revit.
- Devised overall strategy for documentation and identified design sets planned for each stage of work including as-built designs and final building information models (BIM).
- Verified construction documentation conformed to quality assurance standards and client requirements.
- Provided clerical and administrative support to senior architectural staff.
- Created and delivered project presentations to stakeholders.
- Read project plans and estimated costs.

OCT 2017 – MAR 2018

CUSTOMER SERVICE REPRESENTATIVE/ CASHIER, LOS PORTALES

- Requested official identification for purchases and verified details, consistently meeting strict legal standards.
- Maintained current knowledge of store promotions and highlighted sales to customers.
- Resolved customer complaints and maintained a clean and tidy checkout area.
- Educated customers on promotions to enhance sales.
- Maintained reports of transactions and greeted customers when entering and leaving the establishment.

JUN 2017 – MAR 2018

URBAN PLANNER ASSISTANT,

INSTITUTO METROPOLITANO DE PLANIFICACIÓN – IMP

- Assistant in Urban Planning for the development of the Urban Plan of San Borja
- Used critical thinking to break down problems, evaluate solutions and make decisions.
- Identified issues, analyzed information and provided solutions to problems.
- Used coordination and planning skills to achieve results according to schedule.

MAY 2017 – DEC 2017

URBAN PLANNER ASSISTANT,

INSTITUTO METROPOLITANO DE PLANIFICACIÓN – IMP

- Urban Planning Assistant for the study of Lima Metropolitana and the Virtual Platform Meta 18
- Managed project timelines, filing documents properly and on time.
- Developed presentations to demonstrate planning initiatives and research.

JAN 2016 – AUG 2016

URBAN STUDIO ASSISTANT, ARCH. CARMEN VÁSQUEZ HERNÁNDEZ

- Assistant in Urban Study for the preliminary project of the museum of site in the monumental archeological zone Huaca Pucllana

JUN 2015 – DEC 2015

ARCHITECTURE ASSISTANT, MUNICIPALITY OF PUENTE PIEDRA

- Used critical thinking to break down problems, evaluate solutions and make decisions.
- Created, printed and modified drawings in AutoCAD and Revit.
- Met with municipal building department and other governing agency officials to coordinate approvals.
- Verified construction documentation conformed to quality assurance standards and client requirements.

JUL 2014 – DEC 2014

SALES AND CUSTOMER SERVICE, PET CENTER

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Cultivated customer loyalty, promoted repeat customers and improved sales.
- Responded to customer requests for products, services and company information.

JAN 2013 – AUG 2013

SALES AGENT, NUERA TELECOM

- Offering the customer better ways to communicate with friends and family outside USA.
- Offering each customer top-notch, personal service and polite support to boost sales and customer satisfaction.
- Improved customer service and telecommunication skills to build lasting relationships.
- Regularly exceeded daily sales and product add-on quotas.

EDUCACIÓN

2022- PRESENT

APPLIED COMPUTER SCIENCE, THOMAS MORE

2014 - 2019

ARCHITECTURE AND URBAN PLANNING, CESAR VALLEJO UNIVERSITY

2016

AUTOCAD ARCHITECTURE, CESAR VALLEJO UNIVERSITY

APTITUDES

- Account servicing
- Leadership
- Service Agreements
- Sales Closing
- Customer service
- Strategic Planning
- Interpersonal communication skills