

# Jeremy Lopez

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## Profile

**As a recent college graduate pursuing a challenging career in Public Administration, I have a stark aptitude for critical analysis and have held various supervisory roles in the customer service and sales fields. I offer integrity and organizational skills, while providing practical computer and researching abilities. In addition, I have provided volunteer and extra-curricular leadership support for various academic groups that are quintessential to professional growth.**

## Professional

### Teaching Assistant

*September 2011 – April 2012*

Brigham Young University – Hawaii History Department

*Laie, HI*

- Critiqued undergraduate coursework for Assistant Professor Cynthia Compton, PhD.
- Managed progress of student development to identify areas of improvement
- Utilized Microsoft Word, Excel, and Outlook to schedule student meetings, maintain student progress, and proofread coursework.

### Stock Associate, Senior Sales Associate

*March 2007 - June 2008*

The Sharper Image

*Portland, OR*

- Promoted to Senior Sales Associate based on outstanding sales performance
- Assisted with customer product demonstrations and escalations
- Exceeded sales goals for six consecutive months
- Supervised Tier 1 Sales Associates

### Trainer, Quality & Assurance Coach

*September 2005 - September 2006*

ACS Inc.

*Portland, OR*

- Promoted within six months to New Agent Trainer and Quality & Assurance Coach
- Processed payment transactions, billing inquiries, technical support, and escalations
- Succeeded monthly sales goals - individual and team – for my first four consecutive months prior to becoming a Trainer.
- As Customer Service Trainer: Facilitated training modules for over twenty new agents on a biweekly basis on call efficiency, sales methodology, and customer service quality to maximize agent success and sales.
- Assisted the hiring process of new agents following probationary period of 60 days.

## Education

### Bachelor of Arts - History

*April 2012*

Brigham Young University – Hawaii, Laie, HI

GPA: 3.45

## Awards and Activities

- Twice Awarded BYU-Hawaii History Department Scholarship
- Awarded BYU-Hawaii Leadership Scholarship
- BYU-Hawaii Historical Association: Founder & President, 2011-2012
- Presented historical research at Phi Alpha Theta Regional Conference, Honolulu, HI, 2011/2012
- Xi Delta Chapter, Phi Alpha Theta: Member since 2011

## Skills

- Fluent English; Intermediate French
- MS Office Advanced Proficiency – Word, Excel, Powerpoint, Outlook
- 65+ WPM typing; 8500+ KPH ten-key