

# Ana Lopez

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Tucson, AZ 85743 • 520 554 2940 • anacristinalf2011@hotmail.com

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## Professional Summary

Skilled benefits specialist with strong attention to detail and results-driven mindset. Adept at navigating complex administrative tasks, ensuring compliance, and delivering high-quality support. Collaborative team player known for adaptability and effective bilingual communication in fast-paced environments.

## Education

**Master of Arts:** International Security Studies, Expected in 05/2025

**University of Arizona** - Tucson, AZ

**Bachelor of Arts:** Political Science: International Relations Emphasis, 05/2023

**University of Arizona** - Tucson, AZ

- Minor in Psychology
- 3.9 GPA

## Work History

**Public Benefits Intern,** 01/2025 to Current

**International Rescue Committee, IRC** - Tucson, AZ

- Provided direct and administrative support to clients by assisting with cash assistance applications, monitoring benefit approvals, and conducting EBT orientations.
- Educated clients on using EBT cards for cash withdrawals and supported the Refugee Cash Assistance Coordinator by maintaining accurate client records and providing direct service to clients.

**Sales Associate,** 07/2024 to Current

**Calvin Klein** - Tucson, AZ

- Boosted customer satisfaction levels through exceptional service, addressing concerns promptly, and providing a welcoming store environment.
- Achieved monthly sales targets consistently by implementing effective sales strategies and maintaining a high level of product knowledge.

**Sales Associate,** 10/2024 to 01/2025

**Alo Yoga** - Tucson, AZ

- Collaborated with team members to improve overall store performance.
- Maintained calm demeanor and professionally managed issues in busy, high-stress situations.

**Team Lead,** 03/2021 to 01/2024

**ASICS** - Tucson, AZ

- Supervised and trained new employees, resulting in a 20% increase in customer satisfaction ratings
- Managed inventory and arranged merchandise in the store's front and back
- Oversaw the store's KPIs with diligence to meet daily sales targets regularly

## Skills

- Strong analytical and research skills
- Interdisciplinary perspective
- Cross-cultural awareness
- Verbal and written communication

## Languages

English



Native or Bilingual

Spanish



Native or Bilingual