

LOPEZ ANDREA

ADMINISTRATIVE ANALYST

CONTACT

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EDUCATION

WEB DEVELOPMENT & DIGITAL APPLICATIONS

Higher institute Calamuchita (in progress)

PUBLIC ACCOUNTANT

National University of Quilmes (incomplete)

COMMERCIAL HIGH SCHOOL - ACCOUNTING ORIENTATION

San Alfonso Institute

ADDITIONAL TRAINING

Team motivation (2022)

Assertive communication (2022)

Leaders of today (2021)

Design Thinking (2021)

Training for trainers (2021)

LANGUAGES

English - Intermediate

Spanish - Native

EXPERIENCE

CONSULTING

ACLOPEZ ASESORÍAS || 2023 - PRESENT

I seek to enhance the profile of those who participate in my consultations, recognizing their skills, developing them and incorporating tools that enable them to reach their best version.

TEAM LEADER

PROVINCIA NET || 2022 - 2023

Instruction and guidance of resources. Progress monitoring. Team motivation.

Quality analysis, monitoring, evaluation and improvement strategies. Audits aimed at achieving goals.

Preparation of reports for management/customers. Creation of contents and internal communications.

QUALITY AND TRAINING

ANALYST

PROVINCIA NET || 2020 - 2022

Quality analysis, monitoring, evaluation and improvement strategies. Audits oriented to the process of customer service multiple means.

Preparation of reports for management / customers, projection of results, recognition and correction of deviations.

Training multiple skills and new resources. Creation of contents, processes and internal communications.

ADMINISTRATIVE CUSTOMER SERVICE

PROVINCIA NET || 2017 - 2022

Advice on banking products through multiple channels.

Quotation and entry of mortgage loan applications.

Claim management - entry and follow-up. Online support.