

# Lizeth Lopez

## **HR GENERALIST**

Compton, CA 90220

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3233535601

To secure a full time position in a company where I can maximize my customer service, administrative, and managerial skills

Authorized to work in the US for any employer

## Work Experience

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### **Quality Assurance Analyst**

IFB Solutions - Los Angeles, CA

December 2012 to Present

Monitors and reports call associated with Federal Student Aid to ensure a high quality of customer service

Provide accurate case status information to customers on pending immigration applications with U.S. Citizenship and Immigration Services

§ Efficiently create inquiry requests on behalf of customers for change of address, cases outside normal processing

time, non-delivery of a document/notice.

§ Conduct research for clients in a timely manner

§ Support the training of new employees with assistive technology through coaching, mock customer calls, reviewing quality standards

### **HR Generalist**

United Freedom Associates Inc - El Paso, TX

June 2010 to December 2012

Efficiently processed semi-monthly payroll for 365 employees using ADP and Well Fargo payroll system

Responsible for the recruitment of prospective employees, processing new hires, terminations, and employee data

changes

§ Managed Worker's Compensation for Texas & New Mexico employees

§ Performed payroll functions such as daily manual timesheet computation, garnishment calculations, and processed

vacation/sick pay

§ Prepared memorandums, military post decal letters, and military meal request for soldiers at Ft. Bliss Army Base.

### **Office Manager**

You Store It - El Paso, TX

February 2009 to May 2010

Supervised self-storage facility and monitored the daily duties and responsibilities of employees

§ Managed Accounts Receivable process, processed payroll for employees, maintained an accurate record of delinquent client accounts  
§ Coordinated the storage facility specials and promotions under the direction of corporate management  
§ Executed clerical functions in a timely and efficient manner

## Education

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### **Bachelor's of Business Administration in Accounting**

University of Texas at El Paso - El Paso, TX

January 2006 to May 2008

## Skills

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- Typing
- 40 wpm
- Quick books
- Excel
- Outlook
- Powerpoint
- Microsoft word
- Word
- Team building
- Customer Service
- Customer Support
- CSR
- Customer Care
- Call Center

## Additional Information

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§ 5+ years of experience in the supervision and training of employees in the workplace  
§ 5 years of experience in daily payroll operations, manual timesheet computation, garnishment calculation, and workers compensations reporting procedures  
§ 5+ years of experience in providing exceptional and superior customer service  
§ 2 years experience coaching and training co-workers in a call center environment  
§ 4+ years experience in performing accounting functions such as creating journal entries, analyzing/reconciling financial statements, and posting to the general ledger at a professional and educational level  
§ 5 years of experience in providing administrative and clerical support

### SKILLS

§ Ability to read, write, and speak fluently in both English and Spanish

§ Typing skills 35-40 WPM

§ Excellent multi-tasking skills and thorough knowledge of Office Suites such as Microsoft Word, Excel, Access,

PowerPoint, Quick Books, and Outlook

§ Strong leadership and team building skills