

## **Mylana A. Lucero**

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### **WORK EXPERIENCE**

- ***Urban Lending Solutions*** (Broomfield, Colorado)
  - **Quality Control Specialist**, January 2014 - Present
    - Assess formatted real estate instruments to ensure compliance with internal standards and county recordation requirements
    - Validate recordation fee calculations and issue payments
    - Assess system of record to ensure accuracy and compliance
    - Submit instruments for recordation
- ***Adams County YMCA*** (Thornton, Colorado)
  - **Office Manager**, July 2013 - January 2014
    - Data inputting
    - Cash handling and bank deposits
    - Reference calls
    - Payroll and personnel functions
    - Maintain branch files
    - Enter background checks
    - Daily office coverage
    - Phone and email correspondence
- ***RPM Parking Companies*** (Denver, Colorado)
  - **Parking Attendant/Cashier**, September 2006 - present
    - Interacting with guests as they arrive to offer parking services and provide any information they may need while attending the facilities
- ***Mountain Range High School*** (Westminster, Colorado)
  - **Head coach** for “C” level Girl’s basketball team, November 2010 - March 2011
    - Established strong leadership and teamwork skills
- ***Kroenke Sports & Entertainment*** (Denver, Colorado)
  - **Guest Relations Intern**, February 2012 - April 2012
    - Produce monthly staff newsletter
    - Office duties including email correspondence, answering guest phone calls, and entering guest feedback forms
    - Compile KSE STARS Employee of the Month packets
    - Shadow Arena Operations Manager on Duty during events

### **EDUCATION**

- ***University of Colorado Denver***
  - **Bachelor of Arts in Sociology** with a minor in **Psychology**, May 2010
- ***Southern New Hampshire University Online***
  - **Master of Science in Sports Management**, July 2012

### **SKILLS**

- Excellent ability to establish good relationships with coworkers, supervisors, and guests
- Excellent customer service
- Proficient in Microsoft Office
- Positive attitude, strong work ethic, great leadership, and ability to promote teamwork
- Great time management and organizational skills
- Great verbal and written skills