

MISTY LOPEZ

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Spanish Speaking Administrative Assistant/Receptionist

OBJECTIVE:

My goal is to secure a position with an employer where I can utilize my skills and strengths to produce results as directed by my management team.

SKILLS & STRENGTHS:

- Fluent in Spanish/English (reading, writing, speaking, and translating)
- Answering and directing phone calls
- Organizing and scheduling meetings and appointments
- Maintaining customer contact lists
 - Producing and distributing correspondence memos, letters, faxes and forms
- Developing and maintaining a filing system
- Ordering office supplies
- Submitting and reconciling expense reports
- Providing general support to visitors
- Preparing and monitoring invoices

WORK

Lopez Roofing, Inc. Denver, CO **PT Office Manager** 2008 to June of 2023 ▪ Responsible for running and managing all office functions as well as doing all the accounting for this business. ▪ Responsible for making phone calls as well as dealing with contractors.

- Worked to solve any underlying issues contractors and customers have.

Walmart Denver, CO **Money Service Associate** March 2020 to January 2021 ▪ Ensured proper organization of the store

- Responded to customer complaints and questions
- Contributed to the customer service experience
- Educated and enlightened customers on product prices and details
- Addressed challenges according to policies of Walmart
- Handled issues of return, exchange, and refund
- Treated customers with courtesy

Advance America Federal Heights, CO **Manager** September 2018 to December 2019 ▪ Provided a customer-focused role that was responsible for assisting the Center Sales Manager (CSM). ▪ Handled the center's daily operations

- Responsible for meeting all performance goals and metrics for the center as defined by management.
- Provided strong attention to detail, excellent customer service skills, and a passion for sales.
- Developed, assisted, and participated in all marketing and collection efforts, both internally and externally.

Before I returned to work in 2008 I was a stay at home mom from 1998-2008 this was so I could raise my children.

EDUCATION:

Fortis College Online **Associate Degree in Business Management & Human Resources** Graduation Date: December 2014

Stevens-Henager College Salt Lake City, UT Took courses towards a Bachelor in Business Accounting and Management