



# ERIC LOPEZ

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## Summary

Personable and dedicated Customer Service Representative And Sr. Loan Specialist with extensive experience in Consumer Loan Products. Solid team player with upbeat, positive attitude and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Specialize in quality, speed and process optimization. Articulate, enthusiastic and results-oriented with demonstrated passion for building relationships, cultivating partnerships and growing businesses.

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## Skills

- Training and development
- Bi-Lingual English/Spanish
- Proficient in MS Office
- Deadline-driven
- Team Leader
- Ambitious
- Forklift Operation
- Quality Assurance
- Skilled multi-tasker
- Team management
- Customer Service
- Hard Working and Self-Motivated

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## Experience

**Sr. Loan Specialist/ Second in Command of Branch** 07/2016 - 05/2019

OneMain Financial Inc. | Cerritos, CA

- Educated customers on variety of loan products and available credit options to promote valuable decision-making
- Analyzed applicants' financial status, credit and property evaluation to determine feasibility of granting loan
- Executed loan origination process, including ordering credit reports, appraisals and preliminary title reports
- Exceeded quarterly sales goals
- Received Branch Employee Of the Month Award
- Received Order Of Merit For Insurance Sales
- Performed daily maintenance of loan applicant database
- Trained employees on cash drawer operation
- Minimized total number of delinquent accounts through Solicit or Collection calls
- Interviewed customers to determine reasons for delinquency, source of income and next pay date to build solutions for financial issues
- Met and exceeded requirements for Insurance Sales and Number Of Loans Booked
- Managed opening and closing operations for branch While Manager was off
- Delivered prompt, accurate and excellent customer service

**Warehouse Line Lead/ Trade Show Sales Associate** 03/2014 - 07/2016

Kingpin Tattoo Supply | Anaheim, CA

- Sell materials, equipment, and other items from stock in retail settings
- Issue or distribute materials, products, parts, and supplies to customers or coworkers, based on information from incoming requisitions
- Travel to trade shows to promote and sell Kingpin Tattoo Supply products

- Receive payment or obtain credit authorization
- Advise retail customers or internal users on the appropriateness of parts, supplies, or materials requested
- Fill customer orders from stock
- Verify inventory computations by comparing them to physical counts of stock, and investigate discrepancies or adjust errors
- Advise customers on substitution or modification of parts when identical replacements are not available
- Pack and unpack items to be stocked on shelves in stockroom's, warehouses, or storage yards
- Clean and maintain supplies, tools, equipment, and storage areas in order to ensure compliance with safety regulations
- Provide assistance or direction to other stockroom, warehouse, or storage yard workers

**Overnight Lead Frozen/Dairy Material Handler/ Receiving**

09/2011 - 02/2014

Walmart | Santa Fe Springs, CA

- Receive produce truck
- Filling out cold chain log
- Moving material and placing in proper location using first in first out
- Take inventory or examine merchandise to identify items to be reordered or replenished
- Design and set up advertising signs and displays of merchandise on shelves, counters, or tables to attract customers and promote sales
- Answer customers' questions about merchandise and advise customers on merchandise selection

**Inventory Control Specialist**

05/2009 - 09/2011

Beckman Coulter | Brea, CA

- Stocking
- Pulling and Packing Customer orders
- Assembling kits
- Cycle counts

**Manufacturing Associate/Material Handler/Packaging**

07/2008 - 03/2009

Apc/Mge Ups Systems | Costa Mesa, CA

- Manufacturing Ups 8000 Emergency Generator
- Manufacturing Sub Assemblies
- Pack and Prep parts for shipping
- Stock Room Relocation

**Education and Training**

**High School Diploma**

2008

Gahr High School | Cerritos, CA

Awarded Honor Roll for High Academic Achievement

**Activities and Honors**

- Insurance Order of Merit Ruby Level
- OneMain Financial Cerritos, CA Employee of the Month Award

**References**

Maricarmen Zarate, Branch Manager at OneMain Financial Email: Maricarmen.Zarate@omf.com  
Tel:562.661.7789

Cristina Calderon, District Manager at OneMain Financial Email: Cristina.Calderon@omf.com  
Tel:562.413.1008

Justin Dike, Warehouse Manager at Kingpin Tattoo Supply Email: Jdike@kingpintattoosupply.com

Tel:714.809.2848

Adam Fausto at M.A.G Transport Services Tel:714.468.0579

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Languages

Fluent Spanish/English speaker