

Mark A. Lopez

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EDUCATION

California State University, Chico

Major: Bachelor of Science, Business Administration

Focus: Entrepreneurship and Small Business Management

Relevant coursework: Communications, Management, Human Resources

EXPERIENCE

California Water Service

Associate Customer Service Representative

December 2023 - May 2024

- Provided great customer service to English and Spanish-speaking customers.
- Assisted customers with their accounts and addressed concerns in a timely manner.
- Managed starts/stops and overpayments for all districts in our region.
- Completed daily reports, FA/IWO's, post payments and courtesy adjustments.

Yelp

Customer Service Representative

June 2022 - December 2022

- Answered more than 80 calls per day and signed up several new customers.
- Worked with customers to ensure all their needs and concerns were met.
- Quickly addressed customer complaints to make sure they were satisfied with the outcome.

Facilities Management Services

Front Desk Receptionist

October 2018- May 2019

- Worked with several departments to ensure any hazards on campus were quickly dealt with.
- Used excel to keep track of campus spending and employee hours.
- Organized weekly meetings between several departments within the company.

ADDITIONAL SKILLS

-Microsoft Office

-CC&B

-Quickbooks

-Paymentus

-Beacon