



## LOVELY LOPEZ – PIS AN

- Quality Analyst
- Web designer
- Social Media Manager
- Customer Service Representative
- Technical Support Representative
- Healthcare associate
- Service crew/cashier
- Chat support
- Virtual assistant



## Contact



City Homes, Basak, Mandaue City, Cebu, Philippines



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<https://lovely-12.my.canva.site>



contactme.lovely@gmail.com

## Tools

Canva

Shopify

Illustrator

GoDaddy

Photoshop

Adobe Premiere

Quickbooks

Wordpress

AliExpress

Oberlo

Etc.



## Skills

Project Management



Problem Solving



Creativity



Leadership



## About Me

I am a freelance web designer, social media manager and virtual assistant.

I spent nine years of my professional life in a BPO industry helping customers with their needs.

I also spent my 3 years as a freelancer helping clients find their visual identities and bring them to light in the best way possible.

I have worked with small e-commerce business.



## Education

### COLLEGE

**Graduate of Bachelor of Science in Industrial Engineering**

ETEEAP Program

**Cebu Institute of Technology-University**

THESIS: An evaluation on issue resolution regarding Quality Assurance in BPO industry  
N. Bacalso st., Cebu City  
2018-2023

**Bachelor of Science in Industrial Engineering**

**Cebu Institute of Technology- University**

N. Bacalso st., Cebu City  
2013-2018

**Bachelor of Science in Industrial Engineering**

**Cebu Technological University - main campus**

MJ Cuenco Ave., Cebu City  
2013-2018

### HIGHSCHOOL

**La Consolacion College**

Poblacion, Liloan, Cebu  
2003-2007

### ELEMENTARY

**Yati Elementary School**

Yati, Liloan, Cebu  
1997-2003

# Work Experience

## October 2022 to December 2023

### JOEBZ Computer Sales & Services Quality Analyst

- Monitor and evaluate process and products and services. Ensure that products and services meet quality standards.

## April 2016 - September 2022

### WIPRO BPS UHG - A&G Healthcare associate

- Validating documents like Waiver of Liability and appointment of representatives received from the doctor's office

## October 2015 - March 2016

### TELETECH- Verizon account Technical Support Representative / CSR

- Assist customers with their cables and internet plans they get from Verizon.

## December 2014 - September 2015

### CONVERGYS - Microsoft TSR | CSR | Chat Support

- Assist customers with issues about their computer, either desktop or laptop, including Microsoft Office products.

## August 2014 - December 2014

### SSI - UK B2B Market Researcher

- Conduct surveys in different accounts like JP MORGAN CHASE, conduct survey if how are their experience with JPMC

## May 2014 - July 2014

### SYKES - AT&T Technical Support Representative / CSR

- Assist customers with issues about their plans they get from AT & T, assist customers about their phones and internet.

## November 2012 - March 2014

### AEGIS PEOPLE SUPPORT - BSC Healthcare associate / Customer Service Rep

- Assisting customers (patients) with their concerns, like provide them with contracted providers, issues with claims and billing, etc.

## JOLLIBEE PACIFIC MALL

### Service Crew | Cashier 2010-2011

- Take orders from the customers and should have availability to serve customers satisfactorily.

## JOLLIBEE A.S. FORTUNA

### Service Crew | Cashier 2010

- Take orders from the customers and should have availability to serve customers satisfactorily.

# Freelance

## Lovely Design

### Graphic Designer/Social Media Manager/CEO

- Manage website appearance, as well as SEO content and marketing, as well as brand and logo design.

## LeadPops/ Rebel IQ

### Web Designer | Executive Virtual Assistant February 2022-present

- Manage website appearance, as well as SEO content and marketing, as well as brand and logo design.
- Collaborate with other development teams.
- Manage funnels and leadpages.

## Shoecareific

### Web Designer/Social Media Manager June 2020 - August 2021

- Manage website appearance, as well as SEO content and marketing, as well as brand and logo design.
- Collaborate with other development teams.

# CERTIFICATES

## **Certified Lean Six Sigma White Belt**

Certified by Six Sigma PH

June 18, 2023

## **Dual Certification Lean Six Sigma**

### **Green Belt and Black Belt**

Certified by UDEMY

June 19, 2023

## **Certificate of Completion**

Providing Food and Beverage Service

Certified by TESDA

## **Certificate of Completion**

Introduction to Domestic Service

Certified by TESDA

# ACHIEVEMENTS

## **3 Year Service Loyalty Award**

October 05, 2019 @ J Center Mall

Convention Center

## **5 Year Service Loyalty Award**

2021 @ Wipro Ayala Cebu Business Park

# AWARDS

## **WIPRO**

### **2019**

- Top 3 Agent for the month of April
- Top 3 Agent for the month of May
- Top 3 Agent for the month of July

### **2018**

- Top 1 Agent for the month of April
- Top 1 Agent for the month of August
- Top 3 Agent for the month of November

100% QA for the month of

- April
- August
- November

### **2017**

- Top 1 Agent for the month of April
- Top 1 Agent for the month of May
- Top 1 Agent for the month of June
- Top 1 Agent for the month of August
- Top 1 Agent for the month of November

100% QA for the month of

- April
- May
- June
- August
- November