

Lisa Lopez

Full-time steady schedule.

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Seeking a full position with a steady schedule and opportunity to advance. I am able to work in fast paced environment and wear many hats.

Authorized to work in the US for any employer

Work Experience

Guest Service Representative

Best Temps Agency - United States

October 2021 to Present

Provide excellent customer service at concerts and large venues. Standing long hours and providing directions and information to guests. Work VIP section making sure the correct people have access. Also ticket scanning in front of large crowds checking information is correct and has access.

Sales Lead Manager

Marshall Retail Group - Las Vegas, NV

Present

Keep store clean and organized. Provide excellent team support to staff and keep all products in stock. Opening and Closing keyholder, cash handling. Use a variety of software.

Dietary Aide/Cook

Trellis Paradise - Las Vegas, NV

Present

Set up beverage carts for residents. Deliver meals using hotboxes and restock all nourishment rooms. Clean dishes and trays used. Fill temperature logs are accurate on walk ins and sanitizer temp logs. Complete daily duties and work on lunch and breakfast line. Call out orders to cooks so proper diet is being served and then put trays back in hot boxes call on walkie talkie to be delivered. Restock fridge used for beverage carts FIFO. Cook correct amount based on dietary restrictions. Clean and sanitize all work areas, dishes and carts used. Change sanitizer and throw away trash as well.

CSA - Concierge ,cook

Gideon Toal Management Services - Las Vegas, NV

May 2022 to October 2022

Provide excellent service answering questions and scanning boarding passes along with our lounge cards accepted. Creating waiting list when we are full capacity. Cross trained in buffet keep it stocked and accurate temperature. Also keep all work areas clean and food presentable.

Cashier/Customer Service

Chipotle Mexican Grill - Las Vegas, NV

November 2020 to February 2021

Hello well I take our guest orders and work on both sides of the line to make burrito orders correctly and neatly.I restock our cold line to make sure the line goes smoothly and also our hot side. Sanitize all work areas,sweep and mop.

Customer Service Representative

Alorica Calling Center - Las Vegas, NV

September 2020 to November 2020

Assisting group members in finding insurance information.Explanation of benefits and what is covered by insurance.

Banquet Server/Cashier

National Orange Show Sports Center - San Bernardino, CA

June 2019 to November 2020

Work as a cashier, barback, and event runner and server.Cash handling experience working at the bingo hall.I worked on the floor in sales and also had to hold a bank on me.Kept that balanced and provided excellent service to guest.

Caregiver/Personal Assistant

Home Care friends llc - Yucaipa, CA

May 2011 to June 2020

Cooked for companions, showers and singe baths.Worked with bed ridden and non bed ridden clients.cleaned home and logged diet journal and medication journal.

- Provided compassionate daily care

Packer/Picker

Adecco - Riverside, CA

August 2019 to January 2020

Cross trained in shipping and receiving.Packing and picking items as needed.Scanner gun, inventory and damaged goods

Cook/ cashier

sam boyd gaming - Las Vegas, NV

April 2017 to June 2019

Prep cooked, cleaned, assisted in events serving.Trained new employees kept all food hot and cold as needed.FIFO• Ensured cooked food was correct temperature according to compliance guidelines

- Maintained recipe quality
- Prepared beverages orders
- Set prep station
- Operated kitchen appliances, such as oven, hot box, fryer, steamer.
- Responsible for cleaning kitchen

Cook

Levy - Las Vegas, NV

March 2016 to June 2019

1. Cook, grill, slice, chop, follow recipes, large events.catering, serving, trained temp staff for conventions. • Managed kitchen

- Washed, peeled and prepared ingredients for a commercial kitchen
- Ensured cooked food was correct temperature according to compliance guidelines

- Set prep station
- Responsible for cleaning kitchen

Administrative Assistant

Womens development center - Las Vegas, NV
May 2017 to September 2017

Fax, file , create new folders for new clients, scan personal information.Keep all information secure according to hipaa.answering all incoming phone calls, transfer to correct department.

Customer Service Representative

TELUS International - Las Vegas, NV
April 2015 to February 2016

Customer Support,Inbound calls, input correct information, verify accounts.Fast paced assist in transaction dispute.Received awards for great customer service review from members.Assist in navigating to help prevent future unwanted purchases Worked with personal information accounts for Google wallet and helping with refund and paperwork for filing fraud.

Pharmacy Customer Service Representative

C3/CustomerContactChannels - Las Vegas, NV
September 2014 to April 2015

Worked United health-care campaign Customer Support.Assisted in over rides pharmacy for members to receive medications.Explained all changes and helped find the right coverage that covers medications needed.Laid off due to business let go 120 people.

Medical Coding and Billing

Personal Oklahoma - Oklahoma City, OK
January 2013 to June 2014

Kept all health records secure and inputted clinical notes.Used correct billing codes as needed using icd9 and following Hipaa.For Phycologists in Oklahoma.

Youth Guidance Counselor

Central Oklahoma Juvenile Center - Tecumseh, OK
June 2012 to October 2013

Kept all staff secure emasculated hostile situation.Logged all activities of juveniles.Helped juveniles keep focused on main goals.Suicide watches,confiscated any contraband and walk through in units worked in Lyda.

Caregiver/Personal Assistant/Companion

Home Care Friends - Yucaipa, CA
August 2010 to May 2012

Sponge baths,cleaning laundry and house.Changing diapers in a kind manner.Assisted in walking worked with cancer patient and bed ridden.Also assisted mobile elderly in daily chores and assisted in showers.Cooked as needed and documented all medicine given I have worked with this company a total of three years .

Warehouse Picker/Packer

Khols E fulfillment Center - San Bernardino, CA
October 2011 to April 2012

Seasonal position, picking merchandise and sending it in correct locations. Gift wrapping and also assisted in logistics.

Education

Vocational school in Medical Billing & Coding

Career Colleges of America - San Bernardino, CA

October 2009 to June 2010

Some college in General

San Bernardino Valley College - San Bernardino, CA

January 2008 to May 2009

High school diploma or GED

San Bernardino High School

Certified medical assistant in Medical Assisting

Concorde Career College-San Bernardino - San Bernardino, CA

Skills

- Cashier (8 years)
- Customer Service
- English
- Cleaning Experience
- Food Service
- Food Production Experience
- Caregiving
- Catering
- Banquet Experience
- Food Preparation
- Knife skills (5 years)
- Culinary Experience
- Cooking
- HIPAA
- Data Entry
- ICD Coding
- Medical Terminology
- ICD-10
- Personal Assistant Experience
- Meal Preparation
- Medical Records
- Warehouse experience

- Clerical Experience
- Medical Office Experience
- Restaurant experience
- Sales
- Typing
- Time management
- Microsoft Excel
- Microsoft Word
- Microsoft Powerpoint
- Medical Scheduling
- Computer Operation
- Dietary Aide Experience
- 10 key calculator
- Cash handling
- Microsoft Outlook
- Cashiering
- Hospitality (10+ years)
- Insurance verification
- Negotiation
- ICD-9
- Medical Billing
- CPT Coding
- EMR Systems
- Medical Coding
- Anatomy Knowledge
- Guest services
- Kitchen experience
- Sanitation
- Senior care
- Windows
- HCPCS
- Food industry
- Communication skills
- Microsoft Office
- Banking
- Documentation review
- Kitchen Management Experience
- Transcription
- Supervising Experience
- Filing

- Office experience
- Basic math
- Computer skills
- Data collection
- Patient monitoring
- Financial services
- Retail sales
- Product demos
- Computer literacy
- Word processing
- Hospital Experience
- Vital Signs
- Epic
- Writing skills
- Analysis skills
- Quality control
- HACCP
- Serving
- Call center
- Accounts receivable
- Experience administering injections
- Phone etiquette
- Front desk
- Guest relations
- Laboratory Experience

Certifications and Licenses

Driver's License

food handler certificate

Basic Life Support (BLS)

May 2020 to May 2022

Adult, infant and Child.

CPR/AED

May 2020 to May 2022

Sars2 covid 19 Tracer

Present

Received certificate for completing successfully. Learned the history of covid 19 and Sars2. Also know the signs and symptoms that requires immediate attention.

First Aid Certification

ServSafe

ServSafe Food Handler

September 2021

[https://www.coursera.org/account/accomplishments/records/ZVW99LYBRN8L?](https://www.coursera.org/account/accomplishments/records/ZVW99LYBRN8L?utm_source=android&utm_medium=certificate&utm_content=cert_image&utm_campaign=)

[utm_source=android&utm_medium=certificate&utm_content=cert_image&utm_campaign=](https://www.coursera.org/account/accomplishments/records/ZVW99LYBRN8L?utm_source=android&utm_medium=certificate&utm_content=cert_image&utm_campaign=)

COVID tracer certification completed .

Medical Coding Certification

RHIT

BLS Certification

RHIA

Food Handler Certification

Additional Information

Graduated certified medical assistant