

# VIRGINIA JANE LOPEZ

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## PROFESSIONAL SUMMARY

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Over 20 years of extensive experience in customer service, technical support, and administrative roles. Proficient in using Microsoft Office to enhance operational efficiency and team collaboration. Known for problem-solving skills and a strong commitment to supporting team goals and driving organizational success. Suggestive selling skills.

## SKILLS

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Microsoft Office, Zendesk, Cisco Finesse, Salesforce, SharePoint, Oracle PeopleSoft, Adobe Acrobat, Customer Service, Problem Solving, IT Support, Teaching, Project Management, Data Entry.

## EDUCATION

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Bachelor of Arts in English *Graduation date June 2026 (G.P.A. 3.8)*  
The University of Texas at San Antonio

Associates of Arts in Foreign Languages *Dec 2018*  
Austin Community College Austin, TX

Associates of Applied Sciences/Photography *May 2005*  
Austin Community College Austin, TX

## EMPLOYMENT HISTORY

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### **ELECTION POLL TECHNICIAN Oct 2024 - Present**

*Bexas County Elections, San Antonio, TX*

Traveling to designated voting sites to assist with hardware and software issues, trouble-shoot machinery, provide new equipment, help with set-up and break down at the end of the voting day.

### **CERT COORDINATOR II/LIAISON OFFICER Mar 2022 - Oct 2024**

*Harris County Office of Homeland Security and Emergency Management, Houston, TX*

Coordinated facilities and Instructor for CERT (Community Emergency Response Team) classes. Taught classes and assisted other instructors as needed. Implemented promotion of CERT program, increasing class enrollment, community awareness and participation. Served as Liaison Officer during activations.

### **ENGLISH ONLINE TEACHER May 2018 - Jan 2021**

*DadaABC, Austin, TX*

Conducted 1-on-1 English lessons for children in China and Japan via a digital platform. Enhanced language skills of students, leading to measurable improvements in comprehension. Utilized interactive teaching methods to engage students. Resolved technical challenges to ensure seamless online class experiences. Contributed to the academic progress of students, evident in their improved test scores.

**ENGLISH ONLINE TUTOR Oct 2018 - Jan 2021**

*Cambly, Inc*, Austin, TX

Tutored global students in English worldwide, enhancing language skills and cultural understanding. Prepared learners for exams and interviews, improving their success rates. Adapted teaching methods to individual needs, fostering effective learning. Facilitated engaging conversations.

**IT SUPPORT/CALL CENTER Jul 2014 - Jan 2016**

*Texas Education Agency*, Austin, TX

Assisted teachers with online system navigation, enhancing user experience and compliance. Handled inbound calls, improving support efficiency and satisfaction. Managed Zendesk correspondences, ensuring timely resolution of inquiries. Reset passwords and troubleshoot issues, maintaining system security. Onboarded and offboarded accounts, streamlining user management processes.

**CALL CENTER Nov 2011 - May 2013**

*Chase Source Temp Agency/Xerox*, Austin, TX

Assisted Medicaid recipients in enrollment and education, improving service quality and compliance. Educated Medicaid recipients on program benefits, enhancing their understanding and ensuring sustained enrollment. Coordinated with healthcare professionals to address member inquiries, fostering effective communication and enhancing service delivery.

**JUVENILE CORRECTIONAL OFFICER IV May 2010 - Jun 2011**

*Texas Youth Commission*, Giddings, Texas

Supervised youth activities, effectively reducing incidents of misconduct and ensuring a safe atmosphere for personal growth and development. Mentored and provided guidance, fostering positive behavior. Monitored youth activities, significantly reducing incidents of misconduct and ensuring a safe atmosphere for growth. Conducted light counseling, supporting emotional well-being.

**ADMINISTRATIVE ASSISTANT/RECEPTIONIST Feb 2006 - Jul 2009**

*The University of Texas at Austin*

Managed MBA student registrations, ensuring smooth class transitions and travel logistics. Coordinated successful graduate events. Streamlined office operations by efficiently scheduling and managing supplies. Processed reimbursements accurately, supporting financial transparency. Facilitated communication within departments, fostering a collaborative environment.

**Volunteered for:**

Big Brothers, Big Sisters, Houston Food Bank, Houston Pride Parade and Festival 2023/2024

Yellow Bike Project, Food Not Bombs, Bikes Across Borders, Inside Books and Casa Marianella Shelter

Volunteered as an Ambassador for Health Alliance for Austin Musicians (H.A.A.M) HAAM 2010-2016

Volunteered as a Light/Sound Technician: City Theater Austin, The Vortex, Dougherty Arts Center, The Off Center and Arts on Reale Theater. Stages, Houston

Volunteered as an ESL teacher for Manos de Cristo in Austin, Texas 2017