

Lía I. López Ortiz

Sector Cuba BZN 2017, Mayagüez, P.R. 00682

787-363-7217 lia.lopez@upr.edu

Profile

- Recommend, select, and obtain services based on customer needs and desires.
- Keep records of customer interactions and transactions while recording their inquiries, complaints, and comments, as well as the actions taken on those matters.
- Ensure that company standard procedures are followed effectively to maximize its profit while minimizing its company expenses. Also, participate in negotiations and decisions making.
- Experienced in community interventions and analysis of public health issues.

Education

Northcentral University, San Diego California	2020 - present
<i>PhD in Business Administration: Organizational Leadership</i>	
Ponce School of Medicine and Health Science	2016 - 2020
<i>Master's in Public Health: Epidemiology</i>	GPA: 3.31
University of Puerto Rico, Carolina Campus	2012 – 2016
<i>Bachelor of Business Administration: Finances</i>	GPA: 3.35

Professional Experience

PR Retail Supervisor Sam's Club 6225 October 2018 to present

- In charge of the operational duties, scheduling, and billing process.
- Management of merchandise.
- In charge of food safety management in demo process.
- In charge of employee's trainings and operational standards.
- In charge of QA.

Administrant Assistant: Environmental, Health & Safety – CCPR October 2018 to December 2018

Temporary Position (covering vacations)

- Assist to General Manager of EHS Department.
- In charge of all Environmental, Health and Safety permissions: EPA, JCA, Bomberos de PR.
- In charge of updating EHS Department budget.
- In charge of the review of the CCPR Emergency Plans.
- Responsible for auditing daily reports, emails, and calendar coordination.
- Assist in health prevention activities for CCPR employees.

Administrant Assistant Brewing – Compañía Cervecería de Puerto Rico (CCPR) June 2018 to August 2018

Temporary Position (covering vacations)

- Assist to General Manager of Brewing Department.
- Responsible for auditing daily reports, emails, and calendar coordination.
- In charge of the administrative tasks related to the Brewing Department.
- In charge of updating the Brewing Department budget.
- Management of employee absence report such as sickness, vacations, "missed punch", delay of shift.

Store Lead – Sprint by Wireless Lifestyle

March 2016 to March 2017

- In charge of the operational duties, cash handling, scheduling and inventory management including shipping and receiving merchandise.
- Responsible of assisting in the individual growth of developing team members.
- Met the customer's needs.

Sales Consultant and Team Leader - Claro PR, WF Communications

July of 2014 to March of 2016

- In charge of the inventory, and auditing contracts and annexes.
- Assisted coworkers in their sales and customer processes.
- Improved the sales, met the customer's needs, and designed sales strategy.

Extracurricular Activities**Event Assistant- Environmental, Health & Safety – CCPR**

October 2018

Assistant in the awareness event of breast cancer working on the planning and setup of the activity.

Research Assistant - Ponce School of Medicine and Health Sciences

February 2018

Interviewed residents living in communities near Ponce's beach for investigating the relationship between their water consumption habits and the prevalence of gastrointestinal diseases and health profile.

Health Advisor - Health Clinics at Centro de Diagnóstico y Tratamiento (CDT), Guánica PR

December 2018

Advise the community on prevention and control of chronic and infectious disease strategies sponsored by the Ponce School of Medicine and Health Sciences.

Health Advisor - Ponce, PR

August 2016

Worked as an advisor for an educational campaign about the prevention and control of transmission of arboviral diseases such as Dengue, Chikungunya and Zika.

Leadership Experience**Second Meeting of Entrepreneurs 2016**

August 2016

Universidad Agustiniana, Bogota, Colombia

Conference speaker on entrepreneurship goals and strategies.

I-Corps Puerto Rico 2016

March 2016 to May 2016

Participated in a customer discovery boot camp for entrepreneurs looking to build and develop scalable business models sponsored by the National Science Foundation's (NSF) Innovation Cops (I-Corps).

Intercollegiate Business Mentoring/ACT Global

January 2016 to June 2016

Participated in mentoring program where all the entrepreneurship areas were developed and improved through hands-on experiences and presentations related to business models.

Intercollegiate Business Competition 2015

December 4, 2015

Involved in the design, elaboration, and modification of call emergency system in hospital in favor of people with disabilities and elderly. Won the first place in the category of Biomedical Health.

University Athletic League – University of Puerto Rico, Carolina Campus

2012-2015

Member of the UPRC Dance Team. Trained regularly and followed nutrition plans to maintain my physical fitness. Won the third place in the intercollegiate athletic league competition in 2012 and 2014.

Certifications

Estrategias de prevención del consumo de alcohol en jóvenes adultos August 2020
Universidad Central del Caribe - IRESA

A Strategy Planning Approach to Suicide Prevention August 2020
The Suicide Prevention Center at EDC

Coronavirus: What you need to know March 2020
Alison Courses
Credential ID 1960-12148434

COVID-19 March 2020
Operational Planning Guidelines and COVID-19 Partners Platform to support country preparedness and response
WHO- Health Emergencies Program

Food Safety Manager Certification (FSMC) September 2019
National Registry of Food Safety Professionals
Credential ID 21623917 Expiration date: September 2024

Social & Behavioral Research January 2019
CITI Program
Record ID 30187775 Expiration date: January 20, 2022

Skills

Computer

- Microsoft Office suite.
- Windows Vista, XP, 7 and 10.
- SPSS Statistical Program
- Oracle System
- Event Management System
- MV Retail System

Language

- Bilingual: Spanish, native speaker, and English, fluent.
- Italian basics: Working knowledge.

Relative Courses

Business Administration:

- Organizational Behavior
- Biology I & II
- Statistics
- Business Law
- Real State
- International Finances
- Credit and Collection
- Accounting Fundamentals
- Psychology in Communication
- Business and Commercial Ethics
- Report Writing
- Analysis of Financial Statements
- Bank Management

Public Health:

- Bioterrorism (Emergency Planning)
- Public Health Management
- Food Safety
- Epidemiology of Infectious and Chronic Diseases
- Psychosocial Aspects of Public Health
- Epidemiology Communication and Informatics
- Environmental Health
- Bioethics & Public Health Law