

Taimy Lopez

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Haverhill, MA lopez.tai@yahoo.com

Hospitality ♦ Transitional Coach ♦ Education Coordinator

Experienced Hospitality manager, Transitional Coach, and Education Coordinator with a strong background in Administrative and Office Management. Skilled in supervising staff and ensuring adherence to company policies and procedures. Capable of overseeing details while maintaining focus on the larger picture. Possesses a talent for multitasking and prioritizing, with a proven track record of successfully completing tasks and projects. Thrives both in a team setting and independently, and is always eager to learn new things and take on new challenges. **Qualifications**

Bilingual Spanish/English

- Communication Skills
- Administration & Office Management
- Customer/Client Service
- Supervisor
- HR DEI certified
- Quality Control/Assurance
- Training & Development
- Inventory
- Reconciliations
- Appointment and Employee Scheduling
- Microsoft Office Suite, Novell , Opera
- Mentoring
- Documentation
- Organization/City Volunteer
- First Aid/CPR Certified

EXPERIENCE

Transitional Coach: UTEC (youth organization) Lowell MA, -Current Role

- Manage caseload of proven risk young men and women with various risk factors • Contact young adults each at least once a week and have minimum of 4 contacts each month • Document all assessment, service plan date, and contacts/visits
- Provide wraparound services to address challenges a young adult is facing
- Address barriers to young adults daily attendance in programming
- Closely work with young adults designated program staff to monitor their performance, strengths and challenges
- Help young adults navigate social services, legal institutions and other agencies that have direct impact on them
- Provide emergency assistance and crisis intervention

Education Coordinator: Justice Resource Institution Grip, Lowell MA

- Organize group events providing social support and opportunities for residents to interact • Clinical applied behavioral analysis
- Provide support to residents ages 15-23
- Advocate for client needs and support
- Therapeutic counseling
- Education and social skills counselor
- Ensured resident safety by monitoring issues and determining safety measures throughout the facility.
- Connect residents with community resources that the facility cannot provide.
- Implement and enforce facility rules
- Maintaining thorough resident records that detail intake, behavioral or social issues, and other pertinent patient information.

Front Desk Manager, Sonesta ES Suites, Andover, Ma

- Managed the operations of all 3 shifts front desk department
- Responsible for closing out the financial books of the hotel
- Responsible for auditing all guest information/creating a completed report for management •

Ensured city and advanced ledger are balanced

- Create guest receptionist manual to standardize receptionist
- Achieved four diamond rating through personal customer service
- Ensured practice revenue and expense goals were met or exceeded
- Provide one on one coaching to all staff
- Performance review for all staff
- Hiring and training

EDUCATION

Psychology and Counseling; Southern New Hampshire University, Currently enrolled Certificate of specialization in leadership and management; Harvard Business School, Currently enrolled Certificate of DEI: Building a diverse Workforce; Ecornell University, Completed BA Hospitality Management; Johnson and Wales University, Completed