

# Genesis Lopez

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Dedicated and detail-oriented Freight Broker/Dispatcher with over 10 years of customer service experience, seeking to leverage expertise in logistics and transportation to optimize supply chain efficiency and enhance customer satisfaction.

## WORK EXPERIENCE

**The Orvis Company** 07/2023 – Present  
**Universal Agent** Remote

- I take customer's inquiries via phone, email, and chat.

**Navient** 06/2023 – 07/2023  
**Customer Service Representative** Remote

- Took ACP calls and answered customer's questions regarding their lifeline benefits.

**TTEC** 09/2022 – 05/2023  
**Bilingual Customer Service Representative** Remote

- I assisted consumers with applying for medical coverage in the state of Connecticut.

**Live Nation** 02/2022 – 08/2022  
**Help Desk Support** Pharr, TX

- I was part of the escalations team.
- Also used zendesk to communicate with the fans for resolution.

**Maximus Call Center** 11/2021 – 01/2022  
**CSR – Customer Service Representative** Edinburg, TX

- I assisted consumers with answering their questions or concerns regarding state benefits.

**TTEC** 05/2019 – 08/2019  
**Bilingual Customer Service Representative** Remote

- I assisted customers over the phone with their banking questions and needs.

**Charter Communications** 11/2017 – 05/2018  
**Bilingual Billing Representative** McAllen, TX

- Responded to customer's inquiries regarding their bills and services via telephone.
- Occasionally assisted customers with basic equipment troubleshooting.

**Ticketmaster/Live Nation Entertainment** 05/2017 – 10/2017  
**Overnight E-care Specialist** Pharr, TX

- Responding to customer's emails in a professional and timely manner.
- Occasionally took calls and assisted accessible (handicap) customers obtain seating.

**Avon** 12/2014 – 05/2017  
**Avon Office Secretary** Edinburg, TX

- Assisted customers, by phone, by taking catalog & online orders in both english & spanish.

**State Farm Insurance Telemarketer** 10/2014 – 12/2014  
**Telemarketer** Alton, TX

- Calling potential customers by phone, offering free quotes & discounts.

**Ticketmaster/Live Nation Entertainment (CSR)**  
**Customer Service Representative**

**11/2012 - 02/2013**

- Assisted international customers in obtaining tickets for global Concerts, Broadway Shows, Disney etc.

**Penncro Associates**  
**Debt Collector**

**02/2008 - 08/2008**

- Attempted to get ahold of cardholders, to assist them in getting their accounts settled & out of collections.

**EDUCATION**

**Bachelor of Science in Transportation and Logistics**

Southern New Hampshire University

05/2024 - 05/2027

**Medical Assisting**

South Texas Vo-Tech

01/2009

**High School Diploma**

Osm Charter H.S./IRRA INC.

01/2008

**SKILLS**

Bilingual: Fluent in English and Spanish, Excellent communication and interpersonal skills, Experienced in using customer service software, including Zendesk, Knowledge of freight brokerage, shipping processes, and regulatory compliance, Proficient in Microsoft Office Suite (Word, Excel, PowerPoint), Skilled in data entry, analysis, and maintaining accurate records and documentation, Strong problem-solving and critical thinking skills