

# MILAGRO LOPEZ



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Tampa, Florida

## SUMMARY

Proactive, tech-savvy professional with a proven track record in executive support, customer service, remote administrative coordination and sales. Known for maintaining high client satisfaction, leading operational improvements, and fostering collaborative virtual environments. Enthusiastic relationship-builder with strong communication skills and a passion for supporting business growth in diverse environments.

## PROFESSIONAL SKILLS

- Remote Team Coordination
- Customer Relationship Management
- Inbound/Outbound Customer Service
- Creative Problem Solver
- Sales & Digital Marketing
- Administrative Operations
- CRM & Scheduling Systems
- Onboarding & HR Assistance
- Time Management & Multitasking skills
- Thrives in High Pressure Environment

## WORK EXPERIENCE

### LICENSED REALTOR®

Dalton Wade | Tampa, FL | 2016-Present

- Consult with clients to determine ideal property features, budget, and location preferences.
- Design digital marketing content to promote listings through social media and email campaigns.
- Regularly communicate via email, phone, and text to guide clients through the buying process.
- Attend networking events (virtual & in-person) to build industry relationships and gain referrals.
- Draft contracts, leases, and legal documents while coordinating with lenders and attorneys.
- Analyze real estate market trends and client data to support strategic pricing and negotiations.

### RECEPTIONIST/OFFICE ADMIN - REMOTE

White & Case | Tampa, FL | 2016-2022

- Transitioned to remote work while maintaining smooth day-to-day operations.
- Provided virtual support to HR and leadership for onboarding, training coordination, and benefits assistance.
- Scheduled and supported global video conferences across multiple time zones.
- Managed vendor communications, office maintenance needs, and equipment support.
- Coordinated remote team-building events and virtual meetings with consistent engagement.
- Created SOPs for remote reception desk operations to ensure consistent service.

### CUSTOMER SERVICE/HR COORDINATOR

Convergys | Tampa, FL | 2013-2015

- Handled inbound and outbound customer service calls, emails, and live chat. Later promoted to HR.
- Supported high-volume recruiting by screening applications, managing pre-employment processes, and assisting candidates.
- Collaborated with departments to track supply needs and complete administrative tasks.
- Resolved customer issues efficiently and upsell product.
- Maintained digital and physical filing systems, ensuring data accuracy and accessibility.

## TOOLS & TECH

- ClickUp
- Zoom, Slack, Microsoft Teams
- Google Workspace
- Microsoft Office Suite (Excel, Word, Powerpoint)
- CRM tools (HubSpot, Salesforce basics)
- Canva, Meta Business Suite, Instagram & TikTok (for marketing)

## EDUCATION AND CERTIFICATION

### ASSOCIATES IN BUSINESS ADMINISTRATION & MANAGEMENT

Purdue Global

2019

### HIGH SCHOOL DIPLOMA

Winter Springs High School

2005