

Kenia Lopez

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TECHNICAL SKILLS

Tableau | Python | SQL | Microsoft Excel | PowerPoint | Outlook | Teams | Bilingual in Spanish/English

EDUCATION

San Jose State University - B.S. in Management Information Systems

Graduation: May 2026

GPA: 3.08

Relevant Coursework: Database Management | System Analysis & Design | Operations Management | Excel for Business

EXPERIENCE

Peak Time Teller | U.S. Bank

Aug 2023 - Present

- Identify customer needs during transactions and recommend tailored banking solutions, improving customer satisfaction scores.
- Collaborate with team members to streamline branch operation and ensure compliance.
- Accurately balance and maintain the cash drawer, minimizing discrepancies.
- Recognized for delivering exceptional customer service, as reflected in positive customer surveys.

IT Support Intern | Bullis Charter School

Jun 2025 - July 2025

- Led system diagnostics on 1,000+ devices, reducing downtime and improving classroom learning experiences.
- Designed asset tracking process to enhance inventory accuracy and security.
- Assisted with physical tech deployments, including classroom TV installations and cable routing, supporting campus infrastructure upgrades.

Operations Intern | Allermi, Inc

Jan 2021 - Feb 2021

- Supported fulfillment process redesign, reducing workflow inefficiencies and accelerating customer order delivery.
 - Collaborated across teams to test new storage and shipping methods for scalability.
 - Managed inventory of 60,000+ units across product categories.
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PROGRAMS & AWARDS

#ExploreSales Bootcamp - GirlzWhoSell

Jun 2024 - Aug 2024

Applied B2B sales principles to customer problem-solving scenarios, strengthening communication and storytelling skills critical for product management.

Peninsula College Fund Scholar

2022 - 2026

Awarded 4 year scholarship for first-generation college students

MVLA Scholar

2022 - 2026

4-year merit award for low-income, first-generation students