**SCARLETT LOPEZ**

813-765-6852 **|** https://www.linkedin.com/in/veronica-scarlett-lopez**/** scarlett.lo95@gmail.com **|** https://scarlettlo95.wixsite.com/portfolio

**SUMMARY** Curious creative, and bilingual professional with over 5 years of customer and learner experience. Background in instructional design and customer success.

**SKILLS AND CERTIFICATIONS**

* *Languages:* English (fluent), Spanish (fluent), Portuguese (beginner)
* *Tools*: Articulate 360 Rise/Storyline, Vyond, TechSmith Camtasia, WordPress, Wix, Canva, Figma, LucidChart, MS Office (PowerPoint, Excel, Word, Outlook), SalesForce, Gainsight, Qualtrics, Power BI, Tableau, SharePoint
* *Certifications:* Mind The Product: Product-Led Certification,

**WORK EXPERIENCE**

**AON** April 2023 – March 2024

*Instructional Designer* Tampa, Florida

* Developed English and Spanish content including e-learning courses, user guides, surveys, and video creation. Focused on adult learning strategies, ADDIE, and agile methodologies from needs analysis through content launch using Articulate (Rise 360/Storyline), Vyond, Adobe Creative Suite, and MS Forms.
* Lead in-house and external training team to ensure vendor oversight and content delivery, as well as partner with stakeholders, SMEs, and Quality Assurance for CSR (customer service representatives/agents) performance improvement strategies.
* Project management on new client rollouts, plus monthly compliance training and conducted training sessions to facilitators, agents, and cross-functional departments.

**Lumen Technologies** Mar 2021 - Mar 2023

*Customer Success Consultant* Tampa **|** Miami, Florida

* Provided exceptional B2B customer experience by collaborating with engineering, sales, product delivery, and other cross-functional teams, to assist customers with SaaS cloud services, cybersecurity, and networking.
* Delivered Quarterly Success Reviews to C-level stakeholders by analyzing yearly roadmaps, escalations, implementations, and product offerings, increasing profit margins with $90K revenue retention plus new sales.
* Managed *Key and Large* enterprise market portfolio with over $120K MRR and received high quarterly Net Promoter Scores across USA market by ensuring a successful customer journey.

**The University of Tampa** Aug 2019 - Dec 2020

*Instructional Designer/ ASC Graduate Lead* Tampa, Florida

* Led event planning and content creation for SPEAR faculty.
* Led redesign of bi-annual trainings in both synchronous and asynchronous learning environments. Applied learning methodologies, and design thinking. ADDIE model. Agile methodologies.
* Created multi-media content including online courses, job aids, infographics, and videos, as well as knowledge check assessments by collaborating with subject matter experts. Managed Blackboard Learning Management System.

**CenturyLink (Lumen Technologies)** Aug 2018 - Jun 2019

*Client Support Manager* NYC **|** NJ

* Partnered with account managers and sales engineers to meet customer goals, increasing sales productivity.
* Improved customer experience and loyalty, resulting on high NPS during Q1-Q2.
* Assisted on contract renewal negotiation, as well as drive potential growth opportunities.

**EDUCATION** *The University of Tampa*

* Master of Science: Instructional Design and Technology *December 2020*
* Bachelor of Science: International Business and Marketing *May 2018*

**VOLUNTEER EXPERIENCE**

*Upwardly Global* | Sept 2022 – Present

* Mentor refugee and immigrant job seekers focusing on informational interviews, networking, and LinkedIn tips.

American Marketing Association - Tampa Bay Chapter **|** Mar 2018 to Dec 2020

* Published blogs on marketing related topics including cybersecurity, cloud-based solutions, and video marketing.