

Oscar Lopez
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Personal Profile

Proactive and logically minded MSc Management student who has experience of handling database management, conducting data analysis using various software packages and providing specific customer support to various stakeholders. Experience of leading projects to success. Seeking a role in Management Consultancy.

Education

University of Bradford, Bradford

2023 - Present

MSc Management

Modules Studied: Consultancy Skills (71%), Management and Leadership (67%), Leadership Responsibilities (55%), Introduction to Analytics (65%), Project Values (67%)

University of Liverpool, Liverpool

2020 - 2023

Psychology

Modules Studied Included: Introduction to Psychology (71%), Social Justice and Sustainability (67%), Values and Ethics (65%), Psychology Sources and Institutions (70%)

Liverpool City College, Liverpool

2018 - 2020

A-Levels: English (A), French (B), Business Studies (B)

Palm Lane School, Birkenhead

2013 - 2018

GCSE's: 5 As, 3 Bs and 1 C, including Maths and English at Grade C or above

Relevant Work Experience

Bradford Enterprise Zone, Manager and Director

October 2022 – Present

- Currently supporting the service by providing workshops on enterprise and developing self-employment opportunities
- Leading various projects and supporting team members to ensure reports are detailed and presentations are delivered to a high standard.
- Providing advice to service users on a 1:1 basis on their applications for funding and ensuring service users complete business plans to a high level of detail
- Supporting service users with any queries around finances and funding opportunities

Smith's Business Associates, Admin and Data Officer, Bradford

Oct 2020 – Sept 2022

- Answered phone calls, dealing with enquiries from external and internal clients
- Arranged meetings and helped to organise external events, as well as working with other team members to organise training
- Undertook data analysis on business engagement activities and impact
- Completed filing activities and ensured information was up to date on the database
- Used SISCO Database to ensure client files and records were kept up to date

Birkenhead Citizens Advice Bureau, Birkenhead

June 2020 – Sept 2020

I was able to undertake 1 day a week opportunity working in the Birkenhead Citizens Advice Bureau where I was able to undertake the following duties:

- Undertook client meetings, offering advice where possible to service users regarding their disputes

- Liaised with staff in client disputes that were complex, often needing involvement of various professionals
- Compiled an effective caseload that I ensured remain supported throughout the process
- Respected confidentiality where possible during client interactions

Additional Work Experience

Marks and Spencer's, Birkenhead, Customer Service Assistant June 2018 – August 2020

- Handled customer queries by dealing with refunds and exchanges as part of the customer services team
- Completed personal shopping duties when required to support customers who required personal shopping support
- Undertook till duties, handling cash and dealing with customer requests on the shop-floor

Everton Football Club, Liverpool, Food and Beverage Assistant Oct 2017 – June 2019

- Supported catering and hospitality staff when holding corporate events in the Pavilion Function Suite by greeting guests and showing guests to their table
- Delivered food and drink orders to tables and liaised with the kitchen staff to ensure specific requests were undertaken
- Provided advice on menu options, ensuring a high level of customer service throughout

Additional Skills and Languages

IT Skills:

- Proficient in Microsoft Office packages Outlook, Word, Excel and Access.

Software Skills:

- BI, MI and Analytics
- Strong T-SQL
- AWS Quicksight
- Python

Multilingual:

- fluent in French and Italian

Positions of Responsibility and Interests

University of Bradford Management Society

Jan 2023 – Present

I am part of the University of Bradford Management Society, where I get involved in running meetings, liaising with other members to debate topics of interest and topics focusing on the latest updates in the Business sector, as well as liaising with external speakers to deliver sessions.

University of Liverpool Football Team

Sept 2020 – Apr 2022

Took on a role in the University Football team, where I played in Attack. In January 2020 I was made Captain of the team. In my spare time I also enjoy Yoga and Pilates.

I am a keen traveller and have undertaken various trips across the globe, experiencing new cultures and taking in the historical features. I have a keen interest in South America and often travel around South American countries including Chile, Argentina, Ecuador and Venezuela

References - Available on request

Mr Joe Bloggs, Senior Lecturer, University of Liverpool, Email/Tel

Mrs Joanna Bloggs, Line Manager, Marks and Spencers, Email/Tel