

# JOAQUIN B. LOPEZ

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As a "Creative Solutioneur", writer, systems-thinker, and learning advocate, I bring over 15 years of experience building training programs and operational documentation that help teams succeed. I am deeply passionate about empowering others through clear, accessible guidance and dedicated mentorship. I combine a modern approach to content creation—leveraging AI tools to optimize research—with a proven ability to translate complex federal policies into simple, actionable steps. Across every standard operating procedure I write and every associate I mentor, my work is driven by a very simple philosophy: Help others become a better version of themselves.

## PROFESSIONAL EXPERIENCE

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### Contact Advisor III

Nelnet | Lincoln, NE | February 2025 – Present

- Serve as a primary point of contact for borrowers, navigating and interpreting complex Department of Education federal policies to accurately resolve inquiries regarding federal student loans and loan forgiveness programs.
- Translate dense, highly regulated federal guidelines into clear, actionable steps for customers, ensuring complete accountability from initial contact to resolution.
- Maintain consistent top-10% performance metrics across the department by balancing empathetic service, strict regulatory compliance, and meticulous attention to detail.
- **Mentorship & Training:** Actively serve as a Mentor to support the onboarding, skill development, and knowledge retention of new and transitioning associates, directly contributing to departmental training goals.
- **Progression & Recognition:** Promoted to Work Advisor III within 11 months due to exceptional reliability and accuracy. Recognized as a quarterly "Culture Champion" for driving associate engagement and modeling core organizational values.

### Office Manager

Unique Service Plumbing LLC | Remote | March 2023 – August 2024

- Authored and implemented clear Standard Operating Procedures (SOPs) and accountability guidelines, ensuring consistent service delivery across remote field and office teams.
- Collaborated with leadership to audit existing workflows, documenting process gaps and proposing practical, written solutions to optimize daily operations.
- Generated precise operational documentation, including estimates and expense reports, communicating complex logistical data that contributed to a 95% improvement in budget adherence.
- Streamlined daily operations by drafting and maintaining accessible schedules, priority lists, and service workflows for remote staff.

## **Human Resources Lead**

All About Kids Home Health | Hybrid | July 2020 – April 2022

- Architected and documented a fully remote onboarding system integrating Jazz HR and ADP Workforce Now, streamlining applicant tracking, benefits coordination, and essential clinical skills testing for nursing staff.
- Collaborated on the design and content architecture of the company's current website, optimizing the digital presence and ensuring clear, user-friendly navigation.
- Designed and maintained comprehensive onboarding documentation and training materials, creating structured learning paths to improve associate engagement and retention.
- Drafted detailed workforce reports and operational metrics, translating complex HR data into clear, actionable insights for leadership decision-making.
- Managed compliance reporting and documentation in a highly regulated healthcare environment, ensuring all internal processes met strict operational and legal standards.

## **Brand Manager**

Compass Group | San Marcos, TX | July 2018 – July 2020

- Authored website updates and marketing materials, ensuring clear, engaging brand consistency across digital platforms and customer touchpoints.
- Developed and facilitated training programs for new associates, significantly reducing turnover through structured onboarding and clear instructional guidance.
- Drafted comprehensive reports on operational metrics, budgets, and forecasts, presenting complex financial data clearly to stakeholders.

## **Regional Director of Operations**

Rodeo Dental and Orthodontics | Brownsville, TX | November 2010 – May 2015

- Designed, documented, and implemented standard operating systems across multiple locations, creating instructional frameworks to replicate operational excellence company-wide.
- Authored procedural protocols and conducted compliance audits to evaluate effectiveness and ensure strict adherence to company standards.
- Spearheaded training and development initiatives, translating operational best practices into accessible, written guides for clinical and administrative staff.

## **Human Resources / Recruiter**

Pronto General Agency | Brownsville, TX | May 2008 – May 2010

- Authored comprehensive Manager Training programs, designing the curriculum and instructional materials to develop internal leadership capabilities.
- Wrote and edited engaging copy for a variety of platforms, including newspaper advertisements, online marketing campaigns, and internal HR communications.
- Designed and implemented the company's first internal HRIS, including writing the foundational documentation and reporting structures to improve system adoption and process efficiency.

## Director of Human Resources and Safety

Valley International Cold Storage | Harlingen, TX | September 2006 – January 2008

- Authored and updated comprehensive employee handbooks and safety manuals, translating complex regulatory requirements into easily understandable associate guidelines.
- Designed and oversaw targeted training programs focused on safety and compliance in a highly regulated industrial environment.
- Generated detailed audit reports and compliance documentation, ensuring accurate record-keeping and operational accountability.

## Director of Human Resources / Assistant Purchasing Manager

Palm Harbor Homes Inc. | Casa Grande, AZ | November 2004 – August 2006

- Researched, authored, and implemented comprehensive OSHA safety programs, interpreting strict federal guidelines to create actionable, compliant workplace procedures.
- Drafted core HR documentation, benefits materials, and employee communications, ensuring clarity across all internal messaging.
- Developed and facilitated onboarding and training initiatives, driving measurable cost savings through improved process documentation and associate readiness.

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## EDUCATION & CERTIFICATIONS

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<b>Meta Front-End Developer Professional Certificate</b> Meta (Coursera)	In Progress
<b>Google AI Professional Certificate</b> Google (Coursera)	2026
<b>Certificate In Human Resources Management</b> The University of Texas Rio Grande Valley	2020
<b>Communication Design</b> Southwest Texas State University, San Marcos, TX	1999

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## CORE SKILLS

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**AI, Data & Research:** Artificial Intelligence, Generative AI, Machine Learning, Responsible AI, Data Analysis, Research, Metrics & Reporting.

**Operations & Leadership:** Project Management, Process Improvement, Planning, Cross-Functional Collaboration, Coaching & Mentorship, Regulatory Compliance.

**Content & Communication:** Technical Writing & Documentation, Content Creation, Business Communication, Brainstorming, Associate Onboarding & Engagement, Bilingual (English & Spanish).

**Software, Platforms & Technical Tools:** HTML, CSS, JavaScript, Visual Studio Code, Atom, Sublime Text, Adobe Creative Suite, Affinity Studio, Microsoft Office, Google Workspace, HRIS, ATS.