

Maritza Palos-Lopez

Contact

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Objective

Dynamic and results-driven professional with a background in case management, quality control, and client support. Skilled in coordinating services, managing resources, and fostering collaborative relationships to achieve individual and organizational goals. Seeking to leverage strong communication, problem-solving, and data analysis skills in a sales role to drive business growth and enhance customer satisfaction

Education

California State
University - Fresno
Bachelor's of Arts
in Psychology
2014 - 2018

Key Skills

- Bilingual in Spanish and English
- Web and tech savvy, require little to no training
- Competitive and high sales driven
- Works well in group settings
- Takes initiative in leading (meetings, projects)
- Responsible for any task assigned
- Public Speaking
- Interpersonal skills
- Problem Solving
- Extensive Outreach leadership (donations in the community, community resources connections)

Experience

CITY OF ALISO VIEJO: MAY 2025-Present

- Duties include assisting in the daily operations of recreation facilities, preparing facility and room setups, monitoring facility rentals, organizing a variety of recreation activities and special events. The position receives direct and general supervision from the Recreation Coordinator, Recreation Specialist and/or Senior Recreation Leader positions.

THE NOW BOUTIQUE: JANUARY 2025-APRIL 2025

Experience Guide

- Conduct operating procedures
- Assist in opening and closing of the boutique
- Conduct cleaning duties
- Maintain a happy guest experience while building rapport
- Sell memberships

RH FURNITURE: OCTOBER 2024-DECEMBER 2024

Curating Associate

- Work with the Gallery Leadership Team, Curators and corporate partners to execute creative vision, elevate the client experience, and drive sales
- Continuously drive results through team engagement, empowerment and accountability
- Coordinate and execute merchandise floor sets while upholding visual integrity of the Gallery
- Train and mentor the Gallery team on floor sets, quality and visual standards, signage and graphics updates, gallery maintenance, recovery and cleanliness
- Assist in maintaining inventory integrity
- Read and audit planograms, visual maps and offer creative point

● Social media marketing ● Organize events	of view on company directives ● Learn and communicate the RH design ethos, product assortment and product care RANCHO SANTA MARGARITA RUN CLUB <i>FOUNDER</i> ● CREATE CONTENT FOR SOCIAL MEDIA FOR EVENTS ● CREATE EVENTS SUCH AS TRAIL RUNS, PUB RUNS, AND WEEKLY RUNS ● CREATE RUN ROUTES FOR THE COMMUNITY ● HOLD COMMUNITY SPACE BY LEADING RUNS ● COLLABORATE WITH LOCAL BUSINESSES FOR PARTNERSHIP SUCH AS OSTRICK RUNNING, PURE BARRE, RANCHO BY LAGUNA BEACH BEER BREWERY
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REGIONAL CENTER OF ORANGE COUNTY

SERVICE COORDINATOR

- MANAGE CASELOADS FOR ALL AGES
 - ASSIST IN CASE PLANS CONSISTENT WITH STATE AND FEDERAL LAW. ●
- MANAGES INDIVIDUALS FINANCES, WHEN APPLICABLE, IN COLLABORATION WITH THE CLIENT BENEFITS UNIT TO PRESERVE AND ALLOCATE RESOURCES TO MEET CLIENT'S NEEDS
- RESPONSIBLE FOR SPECIAL INCIDENT REPORTS, LIFE QUALITY ASSESSMENTS, RAPID RESPONSE, MEDICAL, LEGAL, AND FINANCIAL CONCERNS
 - COLLABORATES IN PERSON AND CONSULTS WITH CLINICAL SERVICES AS INDIVIDUAL NEEDS ARE IDENTIFIED.
 - ATTENDS CLINICAL MEETINGS FOR PROFESSIONAL DEVELOPMENT ●
- EXECUTES RESPONSIBILITIES AS THE OFFICER OF THE DAY, INCLUDING RESPONDING TO INDIVIDUALS WE SERVE AND COMMUNITY INQUIRIES, ASSESSMENT, TRIAGE, PROBLEM-SOLVING, DOCUMENTATION
- MAINTAINS CURRENT KNOWLEDGE OF PUBLIC BENEFITS PROGRAMS, COMMUNITY SERVICES, AND RESOURCES
 - SUPPORTS EFFECTIVE AND EFFICIENT BUSINESS PRACTICES
 - CREATE AN INDIVIDUAL PROGRAM PLAN (IPP) REQUIRED BY THE LANTERMAN ACT USING PERSON-CENTERED THINKING

CENTRAL VALLEY REGIONAL CENTER: JANUARY 2023-MARCH 2024

SERVICE COORDINATOR

- Manage caseloads for ages 3-5
- Assist in case plans consistent with State and federal law.
- Manages individuals finances, when applicable, in collaboration with the client benefits unit to preserve and allocate resources to meet client's needs
- Responsible for special incident reports, life quality assessments, rapid response, medical, legal, and financial concerns
- Collaborates in person and consults with clinical services as individual needs are identified.
- Attends clinical meetings for professional development
- Executes responsibilities as the officer of the day, including responding to individuals we serve and community inquiries, assessment, triage, problem-solving, documentation
- Maintains current knowledge of public benefits programs, community services, and resources
- Supports effective and efficient business practices
- Create an individual program plan (IPP) required by the Lanterman Act using person-centered thinking.

E & J GALLO WINERY: JULY 2021- OCTOBER 2021

Laboratory Technician: Quality Control

- Routine analysis utilizing appropriate methods as required. ●
- Operates laboratory instruments such as refractometer, pH meter, spectrophotometer, balances, turbidimeter, and other instruments as

	required to perform duties. • Analyzes and processes laboratory samples, ensuring that the results are in specification.
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- Approves final samples for packaging.
- Receives rush samples, prioritizes samples and tests, analyzes samples, and reports results promptly as specified.
- Performs other work-related duties as assigned by the supervisor, including, but not limited to, sampling, cleaning, record clerk duties, and special projects.
- Maintains satisfactory attendance, including timelines.
- Responsible for understanding and complying with applicable quality, environmental, and safety regulatory considerations.
- Daily operation log sheets review.
- Daily sanitation forms review and ATP trending.
- Weekly lab chemicals/supplies inventory check.
- Weekly internal micro testing (yeast and mold) utilizing aseptic techniques.
- Weekly internal micro testing (TAB, TPC) by membrane filtration.
- Create agar, water, and saline solutions as needed.

ASPIRANET: JANUARY 2019-AUGUST 2020

Wraparound Support Counselor II-

- Planned, developed, and executed activities with youth ages 5-18, focused on promoting mental health/self-care practices to reduce symptoms of mental health diagnosis.
- Collaborated with clinicians to implement client treatment plans to decrease high-risk behaviors.
- Supported youth development in areas of coping, communication, independent living, social skills while fostering strong self-worth.
- Consulted with parents and behavior intervention team staff in collection/documentation & writing data-related reports for the purpose of ongoing intensive behavior intervention services planning and review.
- Communicated with clients, family members, support staff, & other agency personnel for the purpose of sharing information about intensive behavior intervention services.
- Worked in collaboration with child/youth, family, family team members, community members & other collaborative partners to facilitate the successful completion of service plans and to support permanency and lifelong connections.
- Provided appropriate referrals & develop safety plans when indicated by assessment & screenings.
- Worked collaboratively to engage the Child and Family Team in identifying strengths and needs that inform the development & implementation of service plans.
- Provided case contact and support (training, resources, advocacy, and interventions) to children, youth, and their families to meet service plan objectives.
- Implemented behavior interventions (i.e., self-regulation, self-management, self-awareness, etc.) as outlined in the

	behavioral plan. • Transferred behavioral/social skills to caregivers & others who are caring for the youth.
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	• Monitored the success of behavior interventions and reported to the team lead. • Informed team lead when behavior interventions are not beneficial. • Demonstrated sensitivity and responsiveness to cultural differences. MASSAGE ENVY: MAY 2016-JULY 2017 • Connecting and creating tailored services to best fit membership sales for each client