

# PIERINA LOPEZ

Creative tech mind and architecture background

Geel | +32 495 61 14 52

plopez.be.94@gmail.com

this-is-pierina.netlify.app



Multilingual (English and Spanish) Applied Computer Science student with a strong foundation in IT principles, customer service, and team leadership. Highly proactive and solutions-oriented, excelling under pressure and committed to delivering results. Skilled in Laravel, Livewire, Qlik Sense, MySQL, AutoCAD, Revit, and Microsoft Office. Currently expanding technical expertise through hands-on development of web applications and dashboards.

Bringing a unique combination of technical knowledge, customer relationship management, and project coordination experience gained across diverse industries, including architecture, hospitality, logistics, and telecommunications. Adept at problem-solving, process optimization, and contributing to organizational growth through innovative thinking and a customer-centric approach.

## TECHNICAL SKILLS

**Web Development & Frameworks:** Laravel, Livewire, Blade, CRUD operations, authentication, role management

**Frontend Technologies:** HTML5, CSS3, Tailwind CSS, JavaScript (basic), Alpine.js, responsive design, Figma

**Backend & Database:** PHP, MySQL, Eloquent ORM, migrations, dynamic forms, file uploads

**Data Analytics & Visualization:** Qlik Sense, Excel (intermediate), charting/filtering

**Version Control & Tools:** Git, GitHub, Jira, Visual Studio Code

**Architecture & Design Tools:** AutoCAD, Revit, Prezi, Microsoft Office Suite, Google Workspace

**Other Tools:** POS systems, CRM platforms, warehouse scanning systems

**Languages:** Spanish (native), English (fluent)

## CORE COMPETENCIES

Full Stack Web Development (Laravel + Livewire)

Data Analysis and Dashboard Design (Qlik Sense)

Responsive UX/UI Design and Testing

Agile Development & Scrum Methodology


Problem Solving & Debugging

Stakeholder-Centered Development

Customer Service Excellence & Communication

Leadership, Mentoring, and Training

# EDUCATION



2022 – Present	Applied Computer ScienceThomas More University of Applied Sciences, Belgium
2014 – 2019	Architecture and Urban PlanningCesar Vallejo University, Peru
2016	AutoCAD Architecture CertificationCesar Vallejo University, Peru

# EMPLOYMENT HISTORY

## BARTENDER/WAITER

**Post Restaurant, Belgium | Feb 2025 – Present**

- Delivered attentive service in a high-end, fast-paced setting, managing both table and bar orders.
- Prepared cocktails, mixed drinks, and non-alcoholic beverages tailored to customer preferences.
- Monitored bar inventory and coordinated timely stock replenishment.
- Recommended drink pairings to enhance guest experience.
- Maintained cleanliness and compliance with hygiene and safety standards.

## BARTENDER/WAITER

**VOLT, Belgium | Apr 2024 – Sep 2024**

- Provided high-quality service, managing bar operations and customer interactions.
- Ensured inventory accuracy and handled supplier coordination.
- Supported a fast-paced team environment while upholding hospitality standards.

## BARTENDER/WAITER

Irish Pub, Belgium | Apr 2023 – Mar 2024

- Delivered timely service with a friendly approach to a diverse clientele.
- Applied upselling techniques that increased beverage sales by 20%.
- Maintained consistent stock control and cleanliness

## ORDER PICKER

DistriLog, Belgium | Mar 2023 – Apr 2023

- Packed, sorted, and prepared large volumes of product for shipment.
- Operated pallet stacking and wrapping equipment; drove a VT.

## FAST PACKER

Beyers, Belgium | Dec 2022 – Apr 2023

- Packaged coffee products, maintained cleanliness of the workstation.
- Ensured proper pallet wrapping and stacking for shipment.

## BARISTA

The Big C, Belgium | Oct 2022 – Present

- Prepared and served hot/cold beverages, managed customer payments.
- Maintained sanitation of work areas and equipment.

## DISHWASHER

Bistro31, Belgium | Jul 2022 – Sep 2022

- Ensured clean kitchen operations, sorted and sanitized dishware.
- Assisted with pallet stacking and cleanliness of kitchen floors.

## WAREHOUSE WORKER

Greenyard, Belgium | Apr 2022 – Jul 2022

- Sorted and packed fruits, prepared bulk shipments.
- Supported logistics team with pallet operations.

## CUSTOMER SERVICE REPRESENTATIVE

Teleperformance, Peru | May 2020 – Aug 2021

- Delivered tailored customer support and resolved inquiries with a 95% satisfaction rate.
- Analyzed service trends and proposed improvements to prevent recurring issues.
- Promoted customer loyalty through effective problem-solving and upselling.

## ARCHITECTURE AND DESIGN ASSISTANT

WAO – Wold Architecture Office, Peru | Jun 2019 – Mar 2020

- Coordinated design documentation and ensured QA compliance.
- Supervised construction phases, conducted on-site inspections.
- Collaborated with multidisciplinary teams to meet project deadlines.

## ARCHITECTURE AND DESIGN ASSISTANT

TEKTUM Construcción y Arquitectura SAC, Peru | Mar 2018 – May 2019

- Created architectural plans using AutoCAD and Revit.
- Supported BIM documentation and client presentations.
- Assisted in cost estimation and project coordination.

## CUSTOMER SERVICE REPRESENTATIVE / CASHIER

Los Portales, Peru | Oct 2017 – Mar 2018

- Handled customer payments, identified promotional opportunities.
- Maintained accurate records and resolved client issues.

## URBAN PLANNING ASSISTANT

Instituto Metropolitano de Planificación – IMP, Peru | Jun 2017 – Mar 2018

- Contributed to the Urban Plan of San Borja through research and presentations.
- Supported planning schedule compliance and data analysis.

## URBAN PLANNING ASSISTANT

Instituto Metropolitano de Planificación – IMP, Peru | May 2017 – Dec 2017

- Participated in urban studies for Lima Metropolitana and Meta 18 platform.
- Managed planning documentation and timelines.

## URBAN STUDIO ASSISTANT

Arch. Carmen Vásquez Hernández, Peru | Jan 2016 – Aug 2016

- Supported urban research for museum project in Huaca Pucllana.

## ARCHITECTURE ASSISTANT

Municipality of Puente Piedra, Peru | Jun 2015 – Dec 2015

- Prepared architectural drawings and verified compliance with regulations.
- Coordinated with municipal agencies for building approvals.

## SALES AND CUSTOMER SERVICE

Pet Center, Peru | Jul 2014 – Dec 2014

- Promoted customer loyalty through attentive service and product knowledge.
- Managed inquiries and processed transactions.

## SALES AGENT

Nuera Telecom, USA (Remote) | Jan 2013 – Aug 2013

- Promoted international communication services with personalized support.
- Consistently exceeded sales targets and built client relationships.