

AMBERLY RIVERA-MORRELL

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PROFESSIONAL SUMMARY

Highly organized and team-focused Operations Specialist with experience in collaborating cross-functionally, coordinating client communications, and managing a pipeline of projects. Skilled in process optimization, stakeholder management, and creative problem solving. Hardworking and a fast learner, eager for new challenges.

EXPERIENCE

Resources Global Professionals (RGP) - Client Operations Specialist

Denver, CO | January 2023 - Present

- Supported a revenue portfolio of up to \$17 million by managing client project set ups, preparing legal agreements, and delivering client messaging to consultants
- Leveraged budget tracking and purchase order insights to initiate timely budget conversations and build trusting relationships with clients, leading to 25% more budget extensions on client projects
- Organized and revamped client best practice guides by updating written guides, templates, and aligning automated processes with standard operating procedures
- Compiled constructive feedback during participation of User Acceptability Testing, analyzing system features, assessing training materials, and supporting data migration during go-live of Workday Fins
- Collaborated with internal partners to onboard consultants for client projects, complete consultant background checks, and clearly communicate client specific policies to consultants

CMG Financial - Licensed Loan Processor

Westminster, CO | January 2021 - January 2023

- Managed monthly portfolio of loans between \$4 million and \$9 million with 100% of loans receiving final approval and funding by contracted closing date, leading to \$50 million USD in loans closed by end of year 2
- Coordinated tiger team effort to optimize loan submission and approval process, resulting in 15% faster approvals
- Delivered complete loan applications to underwriters by partnering with internal teams and external agencies to collect and review customer's personal and financial documents in order to determine creditworthiness
- Served as a liaison to customers during loan approval process and provided technical support as new online submission portals were adopted

Hess International English School - Head Native English Speaking Teacher, Beitou Kindergarten Branch

Taipei, Taiwan | August 2016 - August 2019

- Achieved goal English speaking fluency for K-9 students by implementing new teaching methods and focusing on creative and fun reading, writing, and spoken practice
- Maintained a 90% return rate of students across K-9 classes semester over semester for a 3-year period
- Trained, mentored, and evaluated new English teachers and retained 80% of contracted teachers year over year,
- Coordinated class schedules and teacher calendars with sister schools to optimize class schedule and maximize teacher work hours

EDUCATION

Coursera

- Google Digital Marketing & E-Commerce Professional Certificate - *Digital Marketing, SEO, Google Ads*

General Assembly

- Product Management Certificate - *Project Management, Cross-Functional Collaboration, Product Research*

University of Colorado Boulder -

- Bachelor of Arts - Chinese History & Asian Studies, Business Minor, Certificate in Digital Media - *Public Speaking, Team Leadership, Research and Presentation, Adobe Creative Suite*

SKILLS

- Google Suite, Apple Mac OS, Microsoft Office, Canva, Adobe Creative Suite, CapCut, Wordpress
- Public Speaking, Deadline Management, Digital Design, Digital Marketing, Project Management, Public Speaking, Team Collaboration

COMMUNITY ENVOLVEMENT

- Mountains and Plains Fibershed - Board Member, Digital Marketing and Social Media, October 2025