

Gilbert Lopez

Writer & Director

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PROFESSIONAL SUMMARY

Creative and Artistic with a professional background in process improvement and leadership. Looking to contribute to a dynamic and creative team with a need for someone with a knowledge and appreciation for the history of cinema as well as a passion for writing and directing.

SKILLS

- Writing
- Directing
- Producing

EXPERIENCE

MANAGER

April 2005 - Present

UNITEDHEALTHCARE SAN ANTONIO TX

Manager

- Established a team of four research and escalation specialists, managing daily performance and long-term team goals.
- Identify (Root Cause analysis), communicate and solve for error trends.
- Lead projects to revamp: Lead Representative Program, Quality Program, developed SOPs and training materials. Lead and participate in initiatives intended to reduce error, increase quality and improve customer experience.
- Created presentations and visuals for site wide events.
- Coordinated annual event held across five sites in the United States.
- Filmed Site Town Halls.
- Hosted and organized employee recognition events.
- Developed and implemented employee recognition strategies.
- Assisted in arranging catering events.
- Established site wide innovation challenges designed to streamline and improve processes.

PRODUCTION SUPERVISOR

January 2003 - May 2004

CONVENTION DECORATING SERVICE- SAN ANTONIO

Developed visuals and displays used in conventions and tradeshow

- Set Construction.
- Constructed, Decorated and Staged booths for tradeshow.
- Coordinated with stagehands and production assistants during live shows and productions.

EDUCATION

Bachelor of Science in Digital Cinematography (B.S.)

October 2025

Full Sail University, Winter Park, FL

CERTIFICATIONS

- Culture Ambassador.
- Innovation Advocate.
- Kaizen.