

# JACQUELINE V. ESTRADA

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## CONTACT

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## SKILLS & PROFICIENCIES

Bilingual (Fluent English & Spanish)

Critical Thinking

Handling Pressure

Leadership

Customer Service

Time management

Analytical Thinking

Communication

Adaptable

Patience & Integrity

Financial Accounting Beginner

Financial Reporting

Data Analysis

Sales and Marketing

Microsoft Office Knowledgeable

Budgeting

Cash Management

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## LICENSES

Sales Agent Real Estate License:  
License NO. #819247

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## EDUCATION

Major in Accounting with a Minor in Commercial  
Real Estate

**University of Texas at El Paso**  
2022 - 2024

Accounting Associates

**El Paso Community College**  
2019 - 2022

## WORK EXPERIENCE

### Finance Assistant

**GEPAR : January 2024 - Present**

- Maintained financial records and documentation in compliance with company policies and regulatory requirements, experience in QuickBooks and excel.
- Managed accounts payable and receivable functions, ensuring timely and accurate processing of invoices and payments.
- Supported the underwriting process for real estate transactions by gathering and analyzing market data, membership information, and financial statements.
- Excellent interpersonal and communication skills, with the ability to interact professionally with internal teams, external partners, and investors to convey financial insights and recommendations effectively.
- Commitment to upholding ethical standards and confidentiality in handling sensitive real estate financial information, ensuring compliance with company policies and industry regulations.

### Manager / Barber

**Divas Hair Salon: 2018 - December 2023**

- Experience in bookkeeping and tax filing.
- Consistent managing of payroll for all employees, and calculating weekly commissions
- Conducted training for staff of between 5-8 people, to lead the business in a successful and efficient manner. Understanding company's missions and values as well as handling closing procedures to ensure safety for the business.
- Took inventory and restocked to uphold services weekly. Mitigating conflict from customers and ultimately resolving any issues with de-escalation techniques
- 5 years' experience started as a receptionist and after 2 years got promoted to manager of the establishment. For 3 years now have been working with that roll as well as experience in barbering, servicing over 20+ customers a week to their overall satisfaction, microblading, and lash extensions.

### Customer Service Representative

**GC Services Call Center: February 2020- September 2020**

- Full-service outsourcing solutions to businesses nationwide, assisted customers with monthly payments, and financial claims.
- Oversaw closely with customers in a fast-paced environment and directed dissatisfied customers with patience and respect.
- Operated for the Hyundai department along with 20 other employees, assisted with collecting delinquent Traffic and Criminal accounts.
- Proficient experience in handling calls daily, and communication techniques speaking to 50+ customers a day.

### Leadership Experience and Student Organizations

- **Marketing Director - Real Estate Club 2023 - 2024**
  - **Marketing director role:** Effectively managed all club marketing functions including social events, leading to increase in club visibility and student engagement.
  - Demonstrated leadership and responsibility volunteering and participating in club activities and social networking events.
  - **Member – Internal Audit Student Association 2023**
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