

JACQUELINE E. CARDENAS

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PROFESSIONAL SUMMARY

- ◆ HANDLE HIGH VOLUMES OF PROJECTS BY COMMUNICATION, WRITING, AND GENERAL OFFICE SKILLS
- ◆ BILINGUAL AND FLUENT IN SPEAKING, READING, AND WRITING IN SPANISH
- ◆ ACQUIRED TYPING SPEED OF 50 WORDS PER MINUTE IN ADDITION TO 10-KEY
- ◆ PROFICIENT WITH MICROSOFT OFFICE PROGRAMS SUCH AS: OUTLOOK, WORD, EXCEL, AND POWERPOINT®
- ◆ NOTARY PUBLIC FOR THE STATE OF NEVADA
- ◆ DEDICATED TO EXCEL IN A HIGH LEVEL OF ORGANIZATIONAL LEADERSHIP KEY ROLE
- ◆ PROVIDE QUALITY RESULTS THROUGH EFFICIENT SERVICE IN A POSITIVE TEAM-ORIENTED ATMOSPHERE

CORE COMPETENCIES

CASE GHOST – LAS VEGAS

INTAKE AGENT (OCT 2020-PRESENT)

- *SPECIALIZE IN HELPING OBTAIN SOCIAL SECURITY DISABILITY BENEFITS.*
- MAKE OUTGOING CALLS THROUGH AUTO DIALER SYSTEM AS A REMOTE AGENT.
- START INTAKE AND PRE-QUALIFICATION QUESTIONS FOR POTENTIAL LEADS BY GATHERING MEDICAL, WORK, AND FINANCIAL HISTORY.
- TAKE SOCIAL SECURITY APPLICATIONS FOR ACCEPTED LEADS AND ADVISE LEADS OF DENIED INTAKES TO CONTACT THE SOCIAL SECURITY ADMINISTRATION FOR ASSISTANCE.

CRB AUTO – HENDERSON, NV

CUSTOMER SERVICE REPRESENTATIVE (JUNE 2019-OCT 2020)

- HANDLE HIGH VOLUMES OF INBOUND AND OUTBOUND CALLS IN A PROFESSIONAL MANNER.
- PROCESS CUSTOMER LOAN PAYMENTS AND DUE DATE CHANGES IN ACCORDANCE WITH POLICIES.
- REVIEW CUSTOMER ACCOUNTS FOR QUALIFIED DEFERMENT REQUESTS AND SUBMIT FOR PROCESSING.
- WORK ACH RETURN PAYMENT REPORTS AS WELL AS ADDRESS CHANGES, RETURN MAIL AND CONTACT CUSTOMER FOR ACCOUNT UPDATES.

SILVER STATE SCHOOLS CREDIT UNION – LAS VEGAS, NV
MEMBER SERVICE REPRESENTATIVE II (DEC 2017-NOV 2018)

- ASSISTED MEMBERS WITH TRANSACTIONS SUCH AS DEPOSITS, WITHDRAWALS, TRANSFERS, LOAN PAYMENTS, NOTARIZING DOCUMENTS AND OTHER FINANCIAL REQUESTS.
- ESTABLISHED NEW ACCOUNTS/LOANS USING CROSS-SELLING TECHNIQUES INCREASING MEMBERSHIP.
- ASSISTING AND RESEARCHING SPANISH/ENGLISH MEMBER INQUIRIES REGARDING ACCOUNT OPERATIONS AND EXPLAINING FEATURES AND BENEFITS OF SERVICES OFFERED.

LBC LAW GROUP – LAS VEGAS, NV
TRAFFIC CASE MANAGER (MAR 2017-JULY 2017)

- ASSIST CLIENTS IN HANDLING TICKET NEEDS FOR MULTIPLE COURTS AND SEND RESULT LETTERS VIA EMAIL
- SEND FAX ADJUDICATIONS AND EMAIL COURT ATTORNEY SESSION REQUESTS FOR NEW COURT DATE
- CALENDAR, PREPARE MOTIONS, AND SCHEDULE APPOINTMENTS FOR ATTORNEY CONSULTATIONS

RICHARD HARRIS LAW FIRM – LAS VEGAS, NV
LEGAL ASSISTANT (FEB 2016-OCT 2016)

- GENERATE RESULTS LETTERS BY COURT THROUGH NEEDLES PROGRAM FOR EACH CLIENT'S TRAFFIC CITATION(S) AND SEND VIA EMAIL AND U.S. MAIL.
- ANSWER CALLS FROM CLIENTS REGARDING PRICE QUOTES, WARRANT SEARCH, PROCESS PAYMENTS, CLIENT INTAKE AND QUESTIONS ABOUT TRAFFIC CITATIONS, CHARGES AND COURT FINES.

CLARK COUNTY SCHOOL DISTRICT (CCSD) – LAS VEGAS, NV
TITLE I INSTRUCTIONAL ASSISTANT (SEPT 2013-FEB 2016)

- ASSIGNED TO SUPPORT ALL KINDERGARTEN & 3RD GRADE TEACHERS IN CLASSROOM SETTING WITH STUDENT'S DAILY ACTIVITIES BY ADMINISTERING MONTHLY BENCHMARK TESTS ALONG WITH WORKING WITH STUDENTS INDIVIDUALLY AND/OR IN SMALL GROUPS FOR REQUIRED DAILY INTERVENTION TO MEET DISTRICT STANDARDS.

MV TRANSPORTATION – NORTH LAS VEGAS, NV
TRANSPORTATION CLERK (JULY 2013-SEPT 2013)

- ADMINISTRATION ASSISTANT FOR THE NEW JULY 7TH NEVADA DIVISION 222 COMPANY START-UP.
- MANAGED HR DUTIES SUCH AS PROCESSING NEW HIRE INFORMATION WHICH INCLUDED RETRIEVING ONLINE APPLICATIONS AND SENDING PROPER RELEASE FORMS FOR REVIEW, I-9'S, W-4'S, DIRECT DEPOSIT FORMS, BENEFITS ENROLLMENT, FMLA REQUESTS, AND PRINT COMPANY ACCESS BADGES.

INTOUCH CREDIT UNION – LAS VEGAS, NV

MEMBER SERVICE REPRESENTATIVE/PERSONAL FINANCIAL ASSISTANT II (APR 2011-APR 2013)

- ASSISTED MEMBERS AND POTENTIAL MEMBERS WITH THEIR TELEPHONE, EMAIL REQUESTS, AND QUESTIONS ABOUT FINANCIAL PRODUCTS AND SERVICES AS WELL AS ORIGINATE LOAN APPLICATIONS.
- OPENED NEW MEMBERSHIP ACCOUNTS AND ENSURE APPROPRIATE RECORDS ARE MAINTAINED AND REQUIRED REPORTS AND DOCUMENTS ARE PREPARED, REVIEWED BY MANAGER AND SCANNED.
- IDENTIFIED CROSS-SELLING OPPORTUNITIES TO MEMBERS WITH HIGH LEVEL OF SERVICE AND EFFICIENCY.

EDUCATION HIGHLIGHTS

ASSOCIATE OF GENERAL STUDIES

COLLEGE OF SOUTHERN NEVADA • MAY 15, 2017