

JEFFREY MONTOYA

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PROFESSIONAL SUMMARY

Administrative and operations professional with strong technical foundations and hands-on experience in automation, web development, and process optimization. Proven success in high-volume data entry, phone-based client intake, and records management within regulated environments. Actively applies technical skills through freelance work to help small businesses streamline critical workflows, improve data accuracy, and modernize internal systems.

RELEVANT EXPERIENCE

Freelance Web & Automation Consultant

Dover, NJ | 2025–Present

Purpose of role: Design, build, and optimize digital systems for small businesses by combining modern web development with workflow automation and process consulting.

- Developed responsive business websites using HTML, CSS, JavaScript, and modern deployment platforms.
- Consulted with business owners to identify repetitive, error-prone administrative processes suitable for automation.
- Implemented intake forms, scheduling workflows, and data tracking systems to reduce manual work and improve follow-up.
- Integrated lightweight automation solutions to improve reporting, organization, and operational visibility.
- Provided technical guidance and documentation to ensure maintainable, non-disruptive adoption.

Legal Assistant / Administrative Marketing Assistant

The Scheer Immigration Law Group — Morristown, NJ | 2022–2025

Purpose of role: Serve as the primary administrative and intake support function for a fast-paced legal office, ensuring accurate data capture, timely communication, and organized records across thousands of client matters.

- Acted as first point of contact for phone, email, and in-person inquiries; conducted structured client intakes and verified information accuracy.
- Entered, maintained, and audited 1,000+ client records within CRM/CMS platforms (Lawmatics, Docketwise).
- Digitized, indexed, and organized sensitive legal documents with strict confidentiality and version control.
- Built Excel-based tracking systems for leads, consultations, payments, and case milestones.
- Automated portions of reporting and data cleanup using formulas and lightweight scripting, reducing manual errors.
- Processed client payments and reconciled financial records using QuickBooks and LawPay.

Operations Manager

CVS Pharmacy — Rockaway, NJ | 2020–2022

Purpose of role: Ensure smooth daily operations in a high-volume retail and pharmacy environment while maintaining accurate records, compliance, and customer service standards.

- Managed daily store operations including scheduling, phone communications, inventory tracking, and reporting.
- Performed precise data entry for inventory counts, payroll, audits, and insurance-related documentation.
- Maintained detailed operational logs and reconciliations to support compliance and loss prevention.

Mentor / Education Specialist

Dover College Promise — Dover, NJ | 2019–2023

Purpose of role: Support a nonprofit education program by maintaining organized records, schedules, and systems while mentoring students in professional and administrative skills.

- Maintained program documentation, attendance records, schedules, and reporting materials.
- Provided daily administrative and technical support, improving file organization and system reliability.

TECHNICAL & AUTOMATION SKILLS

Automation & Process Improvement: Excel automation, reporting workflows, data validation, basic scripting (Python, JavaScript)

Web & Systems: Business websites, intake forms, deployment workflows, CRM/CMS platforms

Office & Communication: Microsoft Office, Google Workspace, professional phone handling, bilingual (English & Spanish)

EDUCATION & CERTIFICATIONS

New Jersey Institute of Technology — Electrical Engineering coursework (69 credits completed)

County College of Morris — Business Administration coursework (Finance focus)

CompTIA Triple Certification Course (A+, Network+, Security+) — Completed; Security+ exam preparation in progress

freeCodeCamp — Responsive Web Design; JavaScript Algorithms & Data Structures

AWS Cloud Practitioner — Coursework completed