

Zayra Estupinan

307 Amarillo Dr. | Carpentersville, IL 60110 | (773)-908-2220 | Zayra.estupinan@gmail.com

EDUCATION:

Northern Illinois University, DeKalb, IL

01/2018 -12/2019

Bachelor of Science in Operations & Information Management

Minor in Business Analytics

Undergraduate Certificate in SAS

Elgin Community College, Elgin, IL

08/2013 – 12/2017

Associates of Arts

- Presidents List 2015

ACADEMIC ACHIEVEMENTS:

- Created a sales and distribution document flow using SAP ERP
- Developed a database in MS SQL Server and normalized a database design
- Executed a sales fulfillment process and a document delivery flow using SAP
- Used SAP Predictive Analytics to evaluate Supply Chain Performance Measures
- Logistics Officer - Association of Information Technology Professionals
- 100 percent of expenses earned

WORK EXPERIENCE:

Administrative Assistant | **Champion Mechanical LLC.** Carpentersville, IL |

01/2012 - 08/ 2018

- Able to coordinate several tasks simultaneously
- Handled customer inquiries, billing questions and payments
- Processed daily purchase orders and requisitions
- Processed employee payroll
- Prepared invoices/billing for contractors
- Scheduled all repair appointments and ordered all parts and supplies

Bank Teller | **JP Morgan Chase Bank,** Carpentersville, IL |

08/2016 - 09/2017

- Adhered to strict opening and closing procedures to protect employees and assets of the bank
- Demonstrated ability to work independently in a fast-paced environment
- Ensured customer satisfaction with patience, friendly demeanor and positive attitude
- Handled cash transactions in excess of \$10,000 a day
- Participated in all dual-control functions and followed safety-deposit box procedures
- Processed on average 25+ customer transactions per hour during peak periods

TECHNICAL SKILLS:

- Databases: Oracle, SQL Server, MS Access
- Operating Systems: Mac OS, Windows 7, 8 & 10
- Software: SAP ERP, SAP Predictive Analytics
- Bilingual: Fluent in Spanish & English
- MS Office Tools
- Proficient in SAS

References Available Upon Request