

JESSICA RODRIGUEZ LUEVANO

BUSINESS OPERATIONS PROFESSIONAL

956.624.4851



Jessica.rdz97@gmail.com



Austin, TX



[linkedin.com/in/jessicarolu](https://www.linkedin.com/in/jessicarolu)



EDUCATION

BACHELOR OF BUSINESS ADMINISTRATION / MANAGEMENT

Texas State University,
San Marcos, TX
December 2016

LICENSE & CERTIFICATION

The Six Morning Habits of High
Performers,
April 2020
Series 7,
October 2018

PROFESSIONAL PROFILE

Dedicated administrative professional offering 3+ years of departmental and customer support in the finance industry. Committed, proactive, and hands-on with a proven track record of collaborating with diverse and motivated teams to meet business objectives. Highly praised for work ethic, passion, problem-solving and interpersonal communication skills and possess Series 7 license.

RELATED EXPERIENCE

CONTRACT ADMINISTRATOR

Atlas Sand, Austin, TX | Mar 2020- Present

- Analyze legal and business risks with the context of a private company practice and communicate complex legal issues.
- Assist the General Counsel in monitoring the performance and effectiveness of company policies, disclosure controls and debt covenant compliance.
- Assist with the review of commercial contracts and management non-disclosure agreements, as well as corporate governance and structure of subsidiaries.
- Manage state regulatory filings for business and tax purposes.

PARALEGAL

Integreon, Austin, TX | Nov 2019- March 2020

- Promoted from Contract Administrator to Paralegal position.
- Complete commercial intake forms.
- Communicate with business stakeholders, in-house counsel, and other stakeholders
- Accurately report and college performance data.
- Document formatting, data clean up support and preparation of spreadsheets and presentations.

CONTRACT ADMINISTRATOR

Integreon, Austin, TX | Aug 2019- Nov 2019

- Maintaining and supporting ISO standards through creation and updating of documentation and compliance with all security standards
- Managing the queue according to established Service Level Agreements (SLA's).
- Uploading contacts to the appropriate repository according to defined procedures and preparing ad hoc reports per request from business clients.

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BUSINESS OPERATIONS PROFESSIONAL

SKILLS

Customer Service

Excellent reading and language

comprehension

Communication

Analytical Skills

Attention to detail

Management and Leadership

Priority/Organizational Skills

TECHNICAL SKILLS

Ensure compliance

Proposal preparation

Financial statements

Purchase orders

Contract requirements

Research/Data Analysis

Ability to develop and implement new

procedures

Organization and time management in

fast paced environment

Data entry

Multi-tasking and Adaptability

RFP

Company Policy

Counsel

Nondisclosure agreements

Retirement planning

EXPERIENCE -CONTINUED-

PARTICIPANT SERVICE ASSOCIATE

Charles Schwab, Austin, TX | Mar 2018- Feb 2019

- Performed in fast-paced inbound service center of **100+** employees, achieving ranking in **Top 10** for efficiency based on customer ratings and average hold time.
- Communicated daily with **70+** participants of employer-sponsored retirement plans, providing guidance and to participate with financial hardship.
- Consulted with **30+** clients including Nintendo on their retirement plans, identifying needs, and offering solutions.

CUSTOMER SERVICE REPRESENTATIVE

TMX Finance, Austin, TX | Aug 2017- Mar 2018

- Conducted **60+** cold calls daily to initiate applications for new title loans, exceeding sales goals by **12%+**.
 - Communicated with **30+** existing clients who were due or past due on interest payments, ensuring collection of full payments and applicable fees.
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