

# Jacqueline Sala-Grajales

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Highly accomplished, results driven, client-driven, and purposeful professional with over 17 years' experience in document and contract data. Driven to go beyond expectations for customers and clients by contributing creative ideas, skills and experiences while vastly improving client confidence, trust, and loyalty. Detailed oriented in areas of accounting, generating reports, and accuracy. Excels in a team environment as well as independently. – Spanish Translator, Medi soft – Microsoft Office- QuickBooks, CMS-1500 CLAIM FORMS- SNAP - MEDICAID-TANF-CHOICES –EBS- ORACLE-CRYSTAL REPORT – GENESIS PRO TIME KEEPING

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## PROFESSIONAL EXPERIENCE

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Brink's U.S., Coppel,

May 2016 - Present

### ***Onboarding Specialist/Project Management***

Mediated between departments to facilitate communication and keep appropriate stakeholders updated on project development.

- Plan and manage project schedules to ensure on time delivery.
- Tracking of deliverables and monitoring of progress
- Daily management of multiple concurrent projects
- Identify and secure internal and external resources required to execute the project.
- Lead the customer through the implementation process which includes working with cross-functional teams to get the project completion.
- Proactively meet with the customer weekly to update and address any questions or concerns.
- Report to Senior Level leadership about the progress of projects, solutions to pending items, and any needed improvements.
- Take action to manage and resolve issues that may impact project timing and budget.

### ***Contract Management Specialist***

Create Contracts (formal and short forms) Execution: Non-Disclosure Agreements, Sales/Purchasing Agreements, Master Agreements, Statement of Work, Addendums/Amendments, and Change Management Forms in compliance with SLAs and guidelines. Utilize ICASH, BAMS, EBS Oracle, Salesforce and Microsoft Dynamics software to document contract information in company database while ensuring accuracy and relevance.

- Assisted in the preparation, reviewed, and administered service contracts.
- Coordinated the formalization and finalization of customer agreements and contractual requirements for Brinks Incorporated as required in coordination with management and legal guidance.
- Ensured the accuracy and relevancy of all data entered in the database.
- Worked closely with the other operational elements of the company to determine contract requirements, obtain sourcing information, secure necessary approvals, and ensured that the standard company procedures were followed.
- Respond to and resolve questions, inconsistencies, or missing information pertaining to customers service level agreement.
- Ensured contractual adherence to the scope of work.

### ***EBS Contract Administrator***

- Ensured the accuracy and relevancy of all data entered in the database.

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- Communicate and coordinate across internal/external customers, clients, colleagues, and departments to assure seamless workflow and project progress, performed daily control functions.
- Respond to and resolve questions, inconsistencies, or missing information pertaining to customers service level agreement.
- Ensured each transaction was completed and met according to required specifications.
- Use ICASH, BAMS, EBS Oracle, and Microsoft Dynamics software.

## ***Customer Care On-boarding Agent***

- Created excel workbook change requests.
- Ensured information was accurate in Microsoft Dynamics
- Ensured the accuracy and relevancy of all data.
- Communicated and coordinated across internal/external customers, clients, colleagues, and departments to assure seamless workflow and project progress, performed daily control functions.
- Ensured each transaction was completed and met according to required specifications.
- Use EBS Oracle, and Microsoft Dynamics software.

**JP Morgan Chase, Fort Worth, TX (Randstad Temp Agency)**

January 2013 - November 2015

## ***Data Entry / Client Services***

Defined customer and managerial support needs and streamlined client services procedures through processing information requests. Oversee and ensure accurate database entries.

- Sustained company revenue stream through the review and completion of 150 legal documents per day.
- Typed 10,000+ keystroke per hour with 98% accuracy.
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**Bank of America, Addison, TX**

## ***Mortgage Loan Operations / Notary Signing Agent***

- Provide notary service for a variety of mortgage documents.
- Managed 1000+ loan documents per day. Analyzed account needs and requirements to develop strategies; coordinated across functions and disciplines to achieve debt settlement goals. Communicated and consulted with customers, sales, management, and clients to assure full understanding and effective problem resolution.

## ***Office Administrator/Performance Analyst/ Financial Management Specialist***

State of Texas Workforce Commission-(Arbor E&T) - Dallas, TX

2006 - 2013

- Administered transportation vouchers to clients participating in various government funded programs.
- Reconciled end of month transportation report with 99% accuracy.
- Translate English/Spanish for customers and staff members.
- Process payments to providers and SACC providers.
- Obtained and maintained required claims and billing records.
- Reported issues regarding client data to CSS staff to assure accurate and timely billing.
- Reviewed provider SACC claims for accuracy and agreement with client and provider records.

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## EDUCATION & CREDENTIALS

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**Master of Science, Child, and Adolescent Psychology – GPA 3.9** | Capella University, 2017

**Bachelor of Business Administration -GPA 3-7** | Capella University, 2013

### ***Certificates & Licenses***

2023, Life Insurance Agent

2022, PMP Certification

2022, Real Estate License

2002, Computerized Office Medical Assistant Diploma, Star Technical Institute

1999, Secretarial Certificate, Wildcat IBM Services

Texas Certified Signing Agent and Mobile Notary Public – Commission Expires: 09-10-2024.