Jacqueline Guardia

Queens, New York | (347) 967-7171 | jaxsguardia12@gmail.com | www.linkedin.com/in/jacquelineguardia

Education

John Jay College of Criminal Justice | New York, NY
    Master of Arts in **Criminal Justice**
    Expected Graduation: **May 2027**

St. Mary's University | San Antonio, TX
    B.A. in **Forensic Science/Criminology**
    Minor in **Biology**
    Graduated: **Dec 2024**

Experience

Investigative Intern | Michael P. Kaliski Investigations | Sep 2024 – Jan 2025
- Foundational knowledge in criminal defense legal processes.
- Proficient in bilingual client communication and interpretation services.
- Digitized files to reduce case backlog.
- Demonstrated consistent application of professional scrutiny and strict confidentiality in handling sensitive cases.

Director of Marketing | St. Mary's University | Jan 2024 – Dec 2024
- Led and facilitated training programs for student leaders.
- Developed marketing strategies for multiple academic settings.
- Increased student outreach and engagement through multiple social media platforms.
- Analyzed event performances and reported marketing results.
- Created promotional material design.
- Adapted to changes and collaborated across multiple departments.

Coordinator of Diversity Events | St. Mary's University | Sep 2023 – Apr 2024
- Organized various events focused on diversity and inclusion.
- Successfully executed events averaging 40-50 attendees with seamless logistics and participant engagement.
- Coordinated with multiple cultural and diverse-focused organizations on campus.
- Managed event logistics including venue booking, catering, and promotion.

Leadership Mentor | St. Mary's University | Aug 2022 – May 2023
- Utilized Clifton Strengths framework to optimize team dynamics and maximize individual performance.
- Facilitated leadership mentoring to groups of 10-20 young adults.
- Assisted program director with daily duties and responsibilities.
- Fostered collaboration and teamwork among participants.

Customer Service Associate | Walgreens | Apr 2022 – Oct 2023
- Assisted customers with purchases, returns, and inquiries to ensure a positive shopping experience.

- Handled cash register operations and transactions with accuracy.
- Maintained store cleanliness, stocked shelves, and organized merchandise.
- Provided friendly, efficient, and professional customer service to diverse clientele.

Skills & Abilities

Technical Skills:

- Data Analysis & Statistics: R, Microsoft Excel
- Design & Multimedia: Adobe Photoshop, Premiere Pro, Canva
  Office Productivity: Microsoft Word, PowerPoint, Google Workspace (Docs, Sheets, Slides, Drive)

Soft Skills:

- Communication, Customer Service, Leadership, Problem-Solving, Critical Thinking, Time Management, Public Speaking, Adaptability, Detail-Oriented, Ethical Conduct, Cultural Competency, Teamwork & Collaboration, and Empathy

Languages:

- **English and Spanish** (native proficiency)
- **Brazilian Portuguese** (Intermediate reading and listening comprehension)

Publications

Author of "**Morir Antes Que Esclavos Vivir**": **Bolivia's Fight for Freedom**

- Authored an article for publication, drawing on extensive experience and analysis of political issues in a foreign country.
- Nominated as Best in the Category of "Political History & Descriptive Article" in StMU Research Scholars Awards.
  https://stmuscholars.org/morir-antes-que-esclavos-vivir-bolivias-fight-for-freedom/

Extracurricular

Orientation Leader | St. Mary's University | Jun 2022– Dec 2023

- Provided resources to students regarding university programs and offices.
- Promoted social success and eased students' adjustment to college.
- Provided support and accommodation to students throughout the program duration.
- Cultivated meaningful relationships with groups of new incoming students.

References

James J. Villarreal
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Colton L. Daniels, Ph.D.
Assistant Professor
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St. Mary's University
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