
Hector Villanueva

Administrative Clerk

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Summary

Administrative clerk with 3 years of office experience in a utility district and a tax practice, handling purchase requests, records and customer calls. Uses Excel, Outlook, Word and PowerPoint daily to track requests, set meetings and build reports for 3 division managers. Bilingual in English and Spanish and comfortable working independently or as part of a team.

Experience

Administrative Clerk

Franklin Mountain Utility District — El Paso, TX — 04/2025 - Present

Public water and wastewater utility serving 85,000 customers.

- Process **120** purchase requisitions a month in Excel, checking budget codes and vendor quotes before manager approval.
- Coordinate Outlook calendars for 3 division managers, setting 25+ meetings a week with contractors, inspectors and staff.
- Draft project status slides in PowerPoint for the monthly board packet and keep contract and permit files current.
- Respond to 50 customer calls and emails a day in English and Spanish about service starts, transfers and billing.

Office Assistant (Part-Time)

Rio Grande Tax & Accounting — El Paso, TX — 09/2023 - 03/2025

Tax preparation firm with 4 preparers and 1,500 clients.

- Entered **300** client tax documents a week into the client portal during filing season with 99% accuracy on reviewer checks.
- Organized 2,000 client folders into a color-coded filing system, cutting document retrieval time to under 2 minutes.
- Booked 40 appointments a week for 4 preparers and confirmed each one by phone a day ahead to fill open slots.
- Typed engagement letters and year-end summaries for 600 returning clients from Microsoft Office Suite templates.

Education

Associate of Applied Science

El Paso Community College

Business Administration

El Paso, TX

12/2024

Skills

Excel	—	Outlook	—	Word	—	PowerPoint
Microsoft Office Suite	—	Data Entry	—	Filing Systems	—	Customer Service
Spanish	—	Accuracy				

Certificates

Microsoft Office Specialist: Word Associate

Microsoft

06/2024