
Roxana Muniz

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PROFESSIONAL SUMMARY

I am currently a United States Probation Officer for the United States Probation Office with more than four years' experience in the field. I am a proven resourceful problem-solver capable of initiating formative solutions to complex problems. I have a proven record of accomplishment for exceptional work ethic.

CORE COMPETENCIES

Key Strengths Include:

- Ability to Remain Calm and Professional During Times of Critical Need
- Demonstrated Ability to Perform My Duties with the Highest Level of Integrity and Ethical Standards
- Detailed Orientated and Strong Organizational Skills
- Established Record of Reliability and Responsibility
- Outstanding Trouble Shooting Abilities
- Relate Well to People from a Variety of Cultures and Socioeconomic Backgrounds
- Demonstrated Ability to Effectively and Professionally Work in Teams and Alone
- Skilled at Operating Effectively with Minimum Supervision and Maximum Responsibility

WORK EXPERIENCE

United States Probation Officer
United States Probation Office

November 2022 – Present

El Paso, TX

Serve as a United States Probation Officer for the United States Probation Office, which serves the 5th Circuit district courts in the Western District of Texas.

Key Responsibilities:

- Prepare presentence investigation reports.
- Conduct interviews and field visits for defendants.
- Conduct criminal and background investigations.
- Perform collateral contacts with federal, state, and local agencies.
- Maintain regular contact with the courts to follow-up on case progress.
- Due to the volume and diverse backgrounds of the client population, I have encountered and dealt with stressful situations and events. Due to my training, ability to communicate and adapt to people from various socio-economic backgrounds, I have been able to manage my caseload of investigation in a very timely manner which allows the courts to conduct due process accordingly.

Community Supervision Officer – Special Programs
El Paso County Community Supervision and Corrections Department

January 2019 – October 2022

El Paso, TX

Serve as a Community Supervision Officer for the El Paso County's Office, which serves multiple courts in West Texas.

Key Responsibilities:

- Manage intensive probation caseloads ranging from 20 to 50 clients.
- Ensure client compliance with conditions of probation.
- Conduct weekly office visits, home visits, and make determinations to refer clients to services needed such as mental health services, parenting classes, domestic violence classes, etc.
- Perform collateral contacts with service providers, family members, friends and relatives to ensure compliance.
- Maintain regular contact with the courts to follow-up on clients' progress, admonishments for non-compliant clients, and discharge hearings for substantially compliant clients.
- Generate pre-sentence investigation reports, pre-plea reports, progress reports, violation notices, modifications to conditions of probation, offender profiles, etc.
- Conduct annual Texas Risk Assessments on each client to identify higher criminogenic needs and create case plans to work with client and follow-up on their progress.
- Due to the volume and diverse backgrounds of the client population, I have encountered and dealt with stressful events. Due to my training, ability to communicate and adapt to people from various socio-economic backgrounds I have been promoted twice within the department.

Data Entry Processor
Conduent – El Paso, TX

March 2015 to December 2018

Key Responsibilities:

- Processed medical information and medical claims for insurance companies.
- Responsible for ensuring confidentiality of all medical information.
- Provided exceptional customer service.
- Maintained high levels of efficiency by meeting or exceeding company standards.
- Assorted duties as assigned.

Customer Service Representative
Dish Network – El Paso, TX

August 2014 to December 2014

- Worked effectively in a fast-paced call center environment.
- Provided front line customer service by answering billing questions and provided technical support.
- Ensured that daily operations were carried out effectively and efficiently.
- Generated repeat business through exceptional customer service.

Service Industry
Various – El Paso, TX

March 2010 to August 2014

- Trusted to count cash drawers and make large bank deposits of cash, checks, and credit card transactions.
- Assigned employees to specific duties to best meet the needs of the store.
- Instructed staff on appropriately handling difficult and complicated sales.
- Generated repeat business through exceptional customer service.
- Successfully maintained the cost of product as established by my employer.
- Although the opportunities for formal leadership designations have been for short time durations, I have clearly demonstrated that I understand that leadership is action, not a position or title.

EDUCATION

Master of Science: Criminology and Criminal Justice December 2021
University of Texas at El Paso – El Paso, TX

Bachelor of Arts: Criminal Justice May 2014
University of Texas at El Paso - El Paso, TX

Associate's Degree: Criminal Justice December 2011
El Paso Community College - El Paso, TX

TECHNICAL SKILLS

- Advanced Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Fluent in the Spanish Language
- Advanced typing skills and report creation.

REFERENCES

Victor M. Manjarrez, Jr., Ed.D.
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The University of Texas at El Paso
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