

## **Nancy Cavazos**

San Antonio, TX

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### **Professional Summary**

Dynamic program coordinator with 15+ years of experience in **arts administration, financial management, and media production**. Skilled at bridging **film, music, and community engagement** with strong expertise in **budgeting, compliance, event planning, and database management**. Proven success as both a **primary client contact** and a **behind-the-scenes organizer**, supporting cross-departmental initiatives and delivering programs that enhance visibility, efficiency, and community impact. Experienced in **location scouting, permitting processes, festival coordination, and multimedia production**, with a Bachelor's in **Film & Media Studies** Bilingual (English/Spanish).

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### **Work Experience**

#### **QuickBooks Live Expert Bookkeeper**

*Intuit – Remote | Jan 2021 – Present*

- Serve as primary point of contact for 200+ small business clients, resolving inquiries and delivering customized QuickBooks Online solutions with a 95%+ client satisfaction rating.
  - Troubleshoot complex bookkeeping and compliance issues, ensuring accurate reporting and regulatory adherence.
  - Provide live training and workshops for business owners, strengthening financial literacy and improving workflow efficiency by up to 30%.
  - Partner with cross-functional teams to meet performance quotas, driving consistent program growth and retention.
  - Mentor and train new bookkeepers on best practices, reducing onboarding time by 25% and standardizing workflows.
  - Track program budgets and reconcile transactions exceeding \$500K annually, ensuring alignment with company financial policies.
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## **Commercial Property Administrator**

*Cavmor Development, L.P. – Edinburg, TX | Mar 2004 – Oct 2020*

- Managed day-to-day operations across multiple properties, coordinating with city departments, contractors, and tenants to maintain compliance and safety standards.
  - Oversaw monthly collections of \$22K+ in rental income, achieving a 98% payment rate through proactive tenant engagement.
  - Conducted site visits and property showings, coordinating appointments, logistics, and accommodations to support leasing and client needs.
  - Developed and executed marketing and outreach strategies that increased occupancy to 80%+ across properties.
  - Directed capital improvement projects and maintenance contracts, ensuring timely completion and budget compliance.
  - Prepared and presented financial and operational reports to executives, providing actionable insights for business planning.
  - Represented company interests at networking events and community meetings, strengthening partnerships and visibility.
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## **Administrator**

*RGV Footcare, P.A. – Edinburg, TX | Feb 2002 – Jun 2020*

- Directed daily administrative operations for a high-volume medical practice, coordinating staff schedules, payroll, and compliance reporting.
  - Managed financial operations including budgeting, invoicing, and accounts payable/receivable, reducing discrepancies and improving accuracy by 20%.
  - Organized community outreach initiatives and coordinated marketing campaigns, boosting patient engagement.
  - Prepared daily reports and financial summaries for executives, supporting decision-making and strategic planning.
  - Trained and supervised staff of 30+, implementing performance initiatives and team-building activities that improved retention.
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## **Accounting Bookkeeper**

*Carr Riggs & Ingram LLC – McAllen, TX | Mar 2019 – Aug 2019*

- Managed accounts and financial reporting for 40+ clients across industries including legal, nonprofit, medical, and commercial sectors.
  - Processed month-end closing entries, payroll, and reconciliations, ensuring GAAP compliance and error-free reporting.
  - Used QuickBooks to manage accounts valued at \$30M+, producing detailed financial reports and recommending corrective actions.
  - Resolved discrepancies through data analysis and client communication, preventing financial losses and improving client satisfaction.
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## **Business Office Manager**

*Texas Cordia Construction – Edinburg, TX | Oct 2017 – Apr 2018*

- Oversaw business office operations generating \$10M+ annually, managing payroll for 70+ employees and ensuring compliance with labor and insurance regulations.
  - Coordinated logistics, travel arrangements, and event planning for executives, improving efficiency and communication.
  - Managed budgets, tracked expenses, and presented monthly financial reports to leadership for operational planning.
  - Designed and implemented organizational systems for AP/AR, billing, and recordkeeping, improving accuracy and reducing discrepancies.
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## **Additional Film & Media Experience**

### **Founder & Media Producer**

*Stardust Media Productions – San Antonio, TX | 2020 – Present*

- Produced and edited multimedia projects including film, photography, and sound design, supporting independent productions, small businesses, and community initiatives.
- Coordinated film shoots from pre-production through wrap, managing location logistics, permitting, vendor negotiations, and production resources.

- Conducted location scouts with clients, researching venues, arranging accommodations, and ensuring compliance with city requirements.
  - Designed and managed marketing materials, websites, and social media campaigns, increasing client engagement by 40% in six months.
  - Partnered with musicians and artists to produce live performance recordings and promotional media, strengthening cross-industry collaboration.
  - Supported event coordination, including film screenings, workshops, and community showcases, ensuring smooth execution and audience engagement.
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## Education

**Bachelor of Arts in Film & Media Studies** (with extensive courses in Business Management)

University of Texas San Antonio – San Antonio, TX

## High School Diploma

Edinburg North High School – Edinburg, TX

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## Skills

**Film & Media:** Film production workflows, permitting compliance, location scouting, photography & videography, editing (Adobe Creative Suite, iMovie), music program coordination

**Program & Event Coordination:** Strategic planning, committee support, trade shows & festivals, database management, marketing & PR, social media content creation

**Financial & Administrative Management:** Budgeting, billing, contract compliance, AR/AP, reconciliations, GAAP, payroll processing, audit support

**Technology & Platforms:** QuickBooks Online/Desktop, Xero, Sage, Quicken, MS Office, Google Workspace, Yardi, Workday

**Languages:** Fluent in Spanish