

Brian Estrada

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Education

Bachelor of Science in Business Administration, Finance
University of Nevada, Las Vegas

Expected Graduation: July 2026
Las Vegas, NV

Associate of Business
College of Southern Nevada

May 2024
Las Vegas, NV

Work Experience

Guest Advocate

July 2022 - Present

Target

Las Vegas, NV

- Managed checkout flow for 400-600 customers per shift, reducing wait times
- Processed returns, exchanges, and payment issues while following company policies and maintaining service standards
- Resolved 20-30 customer issues daily, enhancing guest satisfaction and service quality

Front End Supervisor

October 2020 - June 2022

Ross Dress for Less

Las Vegas, NV

- Oversaw 6–10 front-end associates during high-volume periods, ensuring smooth workflow, balanced registers, and timely guest assistance
- Completed cash office tasks for 8-10 registers, maintaining 100% accuracy in audits
- Configured and monitored loss-prevention procedures, enforcing safety and refund policies to reduce shrinkage and ensure compliance across 20+ daily transactions
- Trained and supported new front-end associates on register procedures, cash handling, customer service, and store policies

Sales Associate

November 2018 - August 2020

Adventure Dome

Las Vegas, NV

- Processed ticket and wristband purchases for **100–200 guests per shift** during busy operating hours
- Balanced cash and card transactions while maintaining accuracy in a fast-paced sales environment
- Explained admission options, wristband pricing, and attraction policies to help guests choose the best option
- Supported efficient counter operations by reducing wait time and assisting with guest concerns

Skills

- Proficient: Microsoft Office, Microsoft Excel, Customer Service, Cash Handling, Training and Development, Data Analysis
- Bilingual: English and Spanish

Academic Projects

Financial Analysis Project

Spring 2026

- Applied finance concepts to analyze business and financial problems in course assignments
- Used Excel and quantitative methods to organize calculations and evaluate results
- Interpreted findings and explained conclusions in written work and class discussions

Commercial Real Estate Underwriting Analysis

Fall 2025

- Performed underwriting analysis for a proposed commercial real estate loan using projected financial data
- Calculated key lending metrics including DCR, BER, and LTV/TLTV
- Adjusted pro forma assumptions and developed a revised loan recommendation