



Board Appointment Form

City Clerk's Office

Appointing Office	Alejandra Chávez, District 1
Agenda Placement	Consent
Date of Council Meeting	08/18/26
Name of Board	Greater El Paso Civic, Convention and Tourism Advisory Board
Agenda Posting Language	
Jennifer González to the Greater El Paso Civic, Convention and Tourism Advisory Board by Representative Alejandra Chávez, District 1.	
Appointment Type	Regular
Member Qualifications	
Jennifer has already served on this board for one term and would like to continue serving the City of El Paso in this capacity, bringing her experience in customer experience and logistics.	
Nominee Name	Jennifer González
Nominee Email Address	
Nominee Residential Address	
Nominee Primary Phone Number	
Residing District	District 1
City Employed Relatives	
Board Membership	
GREATER EL PASO CIVIC, CONVENTION AND TOURISM ADVISORY BOARD	
Real estate owned in El Paso County	
Previous Appointee	Jennifer González
Reason for Vacancy	Term Expired
Date of Appointment	08/18/26
Term Begins On	08/18/26
Term Expires On	08/31/28
Term	Second Term

Jennifer Gonzalez

Logistics, Customer Experience & Interim Warehouse Supervisor – Eaton Corporation Trade Center

Contact



[Redacted contact information]

Professional Summary

I am a seasoned leader with experience forming strong relationships and an ability to self-start and motivate myself to organize, and prioritize tasks at hand to ensure timely delivery of each assignment. I genuinely enjoy new experiences, challenges, and people, and I am eager to grow long term in a company and bring my skillset to contribute.

Education

Post Graduate Program
Data Science and Business Analytics
University of Texas Austin
McCombs School of Business 2022

Master of Business Administration
University of Texas El Paso 2015

Bachelor's Degree - Multidisciplinary Studies
Secondary Education, Mathematics, & Economics
University of Texas El Paso 2010

Expertise

- Budget
- Management
- Attention to Detail
- Data Validation
- Policy
- Personal Authenticity

Relevant Experience

Eaton Corporation Customer Experience & Logistics June 2024 – Present

- Act as the primary escalation point for complex customer inquiries, complaints, and service issues, warranties demonstrating expertise in troubleshooting and resolving concerns effectively to maintain strong customer relationships
- Work directly with program manager, engineers, customers, plant manager, operations manager, and supply chain to ensure timely and quality delivery of product
- Ensure proof of delivery for FOB at end of quarter for invoicing
- Assist with auditing during biannual inventory
- Escalate potential issues with supply chain, logistics, general contractor, or roadblocks interfering with ROJ dates as needed
- Coordinate witness testing
- Oversee the end-to-end customer service process, ensuring that all orders are processed in a timely and accurate manner, meeting company standards for customer satisfaction and operational efficiency
- Supervise and mentor a team of Logistics – and for 2 months the entire warehouse, - providing coaching, training, and professional development opportunities to enhance team performance and foster skill growth
- Oversee daily operations, ensuring time management is optimized and that team members are adhering to attendance and safety policies. Ensure that shifts are adequately staffed, and coverage is provided during peak periods to maintain service levels.
- Foster a positive, engaging, and collaborative work environment that prioritizes customer satisfaction, operational efficiency, and continuous improvement
- Lead daily team meetings to discuss updates, challenges, and best practices, promoting open communication and teamwork

Relevant Experience (cont.)

State of Texas

House of Representatives – House District 79 District Director

January 2021 – February 2024

- Forecast and maintain the department budget and reconcile all accounts
- Research, compile, analyze, and validate data as needed
- Exercise authority to hire and separate, schedule, and delegate duties to district 79 office staff
- Respond to all requests for information, both through FOIA and media as needed and remain up to date on FOIA and Ethics Training
- Constituent assistance with various state related matters including, but not limited to DMV, TWC, and State Licensing
- Maintain Confidentiality

City Of El Paso

Legislative Aide/Chief of Staff - Mayor Pro Tempore– City Council District 6

September 2014 – 2020

- Forecast and maintain the department budget and reconcile all accounts
- Review all 380 (tax abatement) agreements as they entered the council floor
- Review all purchasing agreements as they went to the consent agenda for any possible unintended consequences or conflicts of interest
- Research, compile, analyze, and validate data as needed
- Create, interpret, and/or execute policy for the City of El Paso as it pertains to the greater El Paso area whether it be federally, state, or municipally implemented
- Meet with department directors and prepare briefing documents regarding upcoming changes to policy, ordinances, zoning, or any other information as needed
- Exercise authority to hire and separate, schedule, and delegate duties to district 6 office staff
- Prepare all aspects of travel for the department
- Meet with vendors, stakeholders, city managers, directors regularly in good faith representing the district
- Prepare all correspondence from the district to include, but not limited to, Facebook posts, Instagram posts, newsletters, postcards, flyers, media reports, press releases, digital infographics, and all presentations needed for community meetings to disperse information regarding policy, zoning, or relative initiatives.
- Constituent Outreach to keep neighborhoods engaged and informed with session information
- Neighborhood Association Outreach and appreciation
- Constituent assistance with various city related matters to include, but not limited to potholes, parks, weeds, or finding the proper state, county, or federal channels
- Conduct media scanning several times a day to ensure district is abreast of all situations regarding the district and the City of El Paso
- Plan, execute, and oversee departmental district events
- Respond to all requests for information, both through FOIA and media as needed
- Remain up to date on FOIA and Ethics Training
- Maintain confidentiality

University of Texas El Paso

Purchasing Department - Administrative Services Coordinator

May 2012 – August 2014

- Compile, analyze, and validate data as needed
- Review Purchase Orders and Contracts as needed
- Reconcile department cards and accounts

- Train department on new processes as PeopleSoft was slowly implemented
- Perform vendor data conversion and validation
- Manage department payroll and leave requests
- Maintain calendar and manage access to the Associate VP of Purchasing
- Prepare all aspects of travel for the department
- Plan and oversee departmental events, which include fairs, site visits (from UT Alliance and to outside vendor sites), and the annual retreat
- Remain up to date on FOIA, FERPA, and Ethics Training
- Maintain confidentiality