U.S. Citizenship and Immigration Services
Section Chief-Security and Fraud Team

MS. JESSICA ESTEB

Ms. Esteb, a graduate of the University of North Texas, began her career with USCIS in April of 2005 and progressed through the ranks as an Immigration Services Officer (ISO) at the Texas Service Center and later as an Immigration Officer (IO) with the Center Fraud Detection Operations – Texas Service Center (CFDO-TSC).

Ms. Esteb first served as an adjudicator from 2005 through 2007. In 2007, Ms. Esteb earned a position as an ISO with the Background Check Unit. As an ISO, she reviewed and resolved cases categorized as national security concerns. In 2009, she joined the Quality and Assurance (QA) Team, where she served as QA Lead. During her time with QA, Ms. Esteb participated in the USCIS Office of Performance and Quality's (OPQ) Lean Six Sigma program. Her team was tasked with revising the Adjudication Quality Review Process and Decisional Quality Review Process (AQP/DQR) in place at field offices nationwide. Ms. Esteb and her team created and tested a new review process. The project's success lead to OPQ's acceptance of the program and eventual implementation nationwide.

Finally, in February of 2012 Ms. Esteb joined the CFDO-TSC as an Immigration Officer (IO) conducting large-scale fraud investigations, often involving collaboration with Homeland Security Investigations and the Department of State. Ms. Esteb later became a Supervisory Immigration Officer on March 19, 2017. She successfully managed a team of Immigration Officers tasked with working multiple employment-based workloads. Ms. Esteb's managerial contributions and collaborations across departments were an integral part of process improvements implemented at the CFDO-TSC. On August 5, 2018, Ms. Esteb earned a promotion as the section chief for the CFDO-TSC, where she manages a team of Supervisory Immigration Officers, Immigration Officers, and Immigration Analysts responsible for conducting administrative fraud investigations in collaboration with law enforcement agencies.