

SUMMARY

Hardworking employee with customer service, multitasking and time management abilities. Devoted to giving every customer a positive and memorable experience. Committed job seeker with a history of meeting company needs with consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand.

SKILLS

- Microsoft Office and DocuSign
  - Discovery and Document Review
  - Legal Document Preparation
  - Drafting Motions and Disclosures
  - Verbal, interpersonal and Written Communication
  - Creative and Critical Thinking
  - Policy Knowledge
  - Conflict Resolution
  - Organization and Administration
- Time Management
  - Courtroom Procedures
  - Filing Appeals
  - Collaboration and Teamwork
  - Building Trust and Relationships
  - Calm Under Pressure
  - Freedom of Information Act
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EXPERIENCE

**Legal Advocate**, 09/2020 - Current

**Kind Inc** – Dallas, TX

- Analyzed legal documents for discrepancies to streamline procedures and avoid delays.
- Partnered with legal staff, attorneys office and other law enforcement agencies to optimize favorable outcomes.
- Attended hearings with victims to provide emotional support.
- Maintained current knowledge of laws to provide clarification on legal concerns.
- Specialized in Orders of Protection transactions and litigation.
- Negotiated with opposing parties to remedy disputes.
- Developed detailed litigation strategies for multiple cases.
- Coordinated with investigators and law enforcement agencies to obtain information or evidence used in hearings.
- Advised clients regarding legal matters, business transactions and claim liability.
- Evaluated findings and developed strategies and arguments in preparation for presentation of cases.
- Maintained loyal client base by establishing trusting alliances and fair billing practices.

**Deputy Clerk of the Court**, 08/2018 - 09/2020

**Mile One Automotive** – Norfolk, VA

- Updated and maintained court calendar, responded to inquiries about court procedures and resolved scheduling conflicts with attorneys.
- Acted as court cashier, processing billing and payments for fines, bonds, bail and other court fees, also recording details of payment and reporting missed deadlines or delinquency.
- Received and submitted payments for fees and fines, accurately tracking amounts, issuing receipts and updating computer systems.
- Tracked cases and managed electronic and physical records, creating new case files, entering filings, hearings, trials and judgments and closing cases when complete.
- Wrote error-free and professional correspondence on behalf of court system.
- Fulfilled document requests by citizens, parties to cases, judges and attorneys, keeping records of documents provided.
- Prepared and issued summons, complaints, warrants and other documents necessary for daily courtroom operations.
- Answered face-to-face and telephone requests for information about warrants, citations and other court documents or procedures.
- Liaised with general public to process document requests and provide customer service by phone or email and in person, keeping records of payments and documents provided.
- Tracked exhibits admitted during court hearings and updated documentation.
- Stocked counters with forms, film and license supplies to maintain inventory levels.

**Warranty Administrator**, 02/2018 - 08/2018

**Molly Maid, Llc** – Woodstock, GA

- Reconciled deliverables, monitored schedules of open claims and collaborated with accounting staff to pursue payments.
- Processed warranty paperwork for accurate documentation, reporting and filing.
- Kept thorough records of service actions and customer information.
- Organized claims paperwork and booked appointments with customers.
- Reconciled warranty receivables with payments using appropriate accounting schedules.
- Stayed up to date on factory announcements and recalls.
- Resubmitted rejected warranty claims and received authorization for write-offs.
- Followed up on payments for outstanding claims.
- Checked documentation for appropriate coding, catching errors and making revisions.
- Organized information by using spreadsheets, databases or word processing applications.
- Precisely calculated refunds, premiums and adjustments.
- Collected payments, processed receipts and informed policyholders of outstanding balances.

**House Maid**, 06/2015 - 02/2018

**Merry Maids** – City, STATE

- Vacuumed floors and dusted furniture to maintain organized, professional appearance.
- Sanitized kitchen counters, wiped down cabinets and swept and mopped floors.
- Disinfected bathrooms and eliminated mold and soap scum from shower stalls and bathtubs.
- Performed various laundry duties, including folding, ironing and pressing.
- Followed manufacturer instructions for using chemicals and equipment to avoid burns, injuries and workplace accidents.
- Organized supplies for use based on expected customer needs.
- Washed and polished glass windows and doors to keep entryways clear and professional.
- Coached new housekeeping personnel by demonstrating approved cleaning procedures.
- Moved beds, sofas and small furniture to wipe down baseboards and remove dust and dirt from hard-to-reach areas.
- Interacted pleasantly with clients and guests when performing daily duties.
- Interacted positively with residents while cleaning apartments and common areas.
- Communicated with customers about requests for additional supplies or cleaning services.
- Swept and damp-mopped private stairways and hallways.
- Rendered detailed and timely cleaning services while working in fast-paced environment with multiple interruptions.

EDUCATION AND TRAINING

**GED**: 05/2010

**Macon/Piatt Regional Office of Education** - Decatur, IL

Nursing Science

**Richland Community College** - Decatur, IL