***Takeisha Howard***

Mableton, Ga 30126

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***Leadership~Coaching~Training*** ~***Problem-Solving***

***Case Administration ~ Court Management ~ Legal Knowledge***

***Over 10 years of Experience***

**High quality service in diverse legal environments, city and local jurisdictions.**

Inspire, motivate, and improve team performance. Keen ability to resolve issues and accomplish organizational work goals with effective time management and prioritization**.** Record of creating and maintaining large volumes of court files and documents in court management software. Strategist, delivering results while analyzing complex requests, balancing priorities, and meeting deadlines to support department goals and scalability.

**AREAS OF EXPERTISE**

Data Entry ~Disposition Recording ~ Statistical Research ~ Court Services~ Results-Oriented ~ Report-Writing

Staff Training ~ Fee Assessments ~ Trial Preparations~ Database Management ~ Documents Examination

Advanced- Microsoft Office; GIS, Melissa Data, ARGO & Mainframe System ~ Oracle

**PROFESSIONAL EXPERIENCE**

***Independent Contractor Self -Employed***

Beauty Industry, Fayetteville, GA March 2018 - present

***Senior Administrative Representative***

City of Atlanta Police Department, Atlanta, GA October 2016 – March 2018

* Consulted with various departments throughout the city for rectifying cases and resolving customer issues and complaints
* Processed escalated public issues and determined resolutions after court proceedings
* Researched, gathered, and enters data into Accela
* Applied various city policies and procedures on a case-by-case basis determining appropriate fee amounts when necessary
* Examined consumer documents submitted to the courts to ensure adherence to legal procedures.

***Court Clerk***

City of Riverdale, Riverdale, GA May 2011- October 2016

* Coached and train new clerks on processing court documents, including warrant payoff, updating court dates and fine calculations
* Prepared financial reports showing daily, monthly and yearly transactions for managerial review
* Attended weekly court sessions and prepared records of court proceedings in conformance with statues, policies, and Judges direction
* Recorded case dispositions, amendments, court orders, etc. in accordance with pre-specified city protocols and procedures
* Processed over 1500 payments weekly, city fines and restitution associated with tickets received with less than 1% error

**EDUCATION**

**Bachelor’s degree, Criminal Justice**

**(completed 3 years)**

Paine College