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| **Umo Cyrilla Eka** | 126-201 Queen Victoria Drive  Hamilton, ON, LW8 1W7  🕿 289-938-6954 🖂 Umo.Eka@gmail.com |

**Licensed Paralegal**

*Administrative Management – Project Management & Coordination – Risk Management – Contract Administration*

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elf-starter, analytical, energetic, and solutions-driven Risk Management Assistant with extensive theoretical and practical experience in the coordination of administrative activities, operations management, staff development, customer service excellence, and communications within the legal sector. Risk management and Human Resource certified team-leader with dynamic communication and organization skills, with strong administrative, writing, analytical, problems solving, and project management attributes. Proven ability to create and execute project work plans and revise as appropriate to meet changing needs and requirements, coupled with impeccable knowledge of municipal, provincial and/or federal legislation.

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| * Administrative Management * HR Coordination * Risk Based Assessments | * Human Resources Management * Liaison & Communication * Conflict Resolution & Diplomacy | * Customer Service Excellence * Cross-cultural Communication * Efficiency Improvement |

***Technical Proficiencies Include:*** *MS PowerPoint, MS Excel, MS Access, MS Outlook, MS Word*

*AS400, SharePoint, Adobe, PC Law, Great Plains, Citrix, SAP, Salesforce*

# PROFESSIONAL EXPERIENCE

**CONTRACTS PARALEGAL 2015-present**

***Allianz Global Assistance, Kitchener, ON***

*Managed and maintained company-wide contracts; collaborated with other functional areas within the business to identify and document gap analysis to include existing providers and clients*

* Implemented action plans to close the gaps identified.
* Assisted the Risk Management, Compliance and Legal team with the creation and review of new or renewed contracts.
* Fueled consistent revenue streams through effective contracts and deals management.
* Served point person for managers, sales teams and clients to ensure proper lines of communication.
* Demonstrated excellence in resolving problems and concerns in a consensus-building manner.
* Ensured satisfactory resolution of client enquiries, took ownership of coordinating responses with other departments as necessary.
* Established and enhanced central contract storage system for electronic and hard copy contracts to achieve uniformity and to allow quick turnaround of comments and reviews.

**SPECIAL ACCOUNTS REPRESENTATIVE II 2012-2014**

***Caterpillar Financial Services Ltd., Oakville, ON***

*Managed the legal portfolio for the Canadian subsidiary by addressing all legal correspondence and delegating litigation files to the appropriate counsel in the appropriate jurisdiction*

* Oversaw the Legal and external Billing associated with legal files to meet the business objectives.
* Created, analyzed and reviewed reports for risk assessment and forecast purposes of potential litigation files.
* Assessed reputational and financial risks for the organization and provided recommendations for necessary action plans for containment and/or implemented, preventative measures.
* Delegated litigation files to external counsel and oversaw the process and provided instruction and direction of files based on organizational initiatives.
* Researched and apprised management of regulatory requirements or amendments that impacted the business.
* Assessed various legislation such as PPSA, Repair and Storage Lien Act, Garage Keeper’s Lien, Bankruptcy and Insolvency Act and other legislation in various disputes and negotiated settlement parameters.

# ADDITIONAL RELEVANT EXPERIENCE

**Manager of Legal Operations - Consultant / *Professional Collection Services Ltd., Hamilton, ON*****2008-present**

*Provided ongoing support to the director with general duties of office management, reception, screening emails, documents drafting, acting as liaison between clients and office staff, conducting research, and maintaining databases*

* Managed and maintained all legal files manually and through a Citrix database on a regular basis as well as a broad range of legal functions including conducting trials, assessments, motions, examinations and settlement negotiations while keeping abreast of events, approaching court dates and scheduled meetings with debtors.
* Negotiated settlement agreements and finalized all settlement documents for execution as required.

**Legal Coordinator and Contract Administrator / *KIA Canada Inc., Mississauga, ON*****2007-2010**

*Managed, responded and addressed Canada-wide claims, subrogation files and escalated customer complaints while working with senior management to create, develop and implement policies and procedures to address technical issues and complaints*

* Collaborated with departments such as Risk Management, Internal Audit, Employee Services, etc., to direct compliance issues to appropriate existing channels for investigation and resolution
* Responded to alleged violations of rules, regulations, policies, procedures, and Standards of Conduct by evaluating or recommending the initiation of investigative procedures and consulted with the corporate attorney as needed to resolve difficult legal compliance issues
* Acted as an independent review and evaluation body to ensure that compliance issues/concerns within the organization were being appropriately evaluated, investigated and resolved as well as acted as a single point of contact for all formal and legal correspondence related to contracts and addressed all subrogation claims

**Paralegal – Legal Assistant / *KIA Canada Inc., Mississauga, ON*****2007-2010**

* Managed and maintained over 400 legal files manually and through a Citrix database on a regular basis as well as maintain a broad range of legal functions including conducting trials, assessments, motions, examinations and settlement negotiations while keeping abreast of events, approaching court dates and scheduled meetings with debtors
* Headed all the accounts receivable for the Ministry of Labour portfolio and implemented various enforcement mechanisms and brokered and negotiated settlements terms and parameters with debtors as well as the company’s accounts receivable, payable, and expenses, facilitating profitable operations

# LEADERSHIP/VOLUNTEER EXPERIENCE

**ESL Instructor /***Hamilton Public Library, Hamilton, ON* **2012-2012**

**Fundraiser /***Terry Fox Run – CFSL, Oakville, ON* **2012-2012**

**Fundraiser /** *Habitat for Humanity – Kia Canada, Mississauga, ON* **2009-2009**

# PROFESSIONAL DEVELOPMENT

TRIOS College, Hamilton, ON

**Paralegal Diploma, *2005***

Niagara College, Niagara on the Lake, ON

**Post Grad -Diploma, International Business Management, *2003***

University of Western Ontario, London, ON

**Bachelor of Arts, Political Science, *2001***

**TRAINING/CERTIFICATES**

Risk Management Certificate, *McMaster University, 2016*

Human Resources Certificate, *Mohawk College, 2012*

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November 29, 2015

**Re: Paralegal**

To Whom It May Concern:

Recognized for the ability to deliver excellent administrative support and generate productivity, as well as for my analytical and problem solving abilities, I deliver rapid results and meet business goals and objectives. I am writing to express my interest in the position of a Paralegal with your organization. With a strong theoretical and practical background in corporate practices and strategies, legal management and regulatory compliance, HR administration, operations management, and strategic planning, I am confident I bring a valuable set of skills, knowledge and perspectives to your organization.

If you are looking for a Paralegal with a public sector vision and operational integrity, I strongly suggest we meet in person to discuss the service I can deliver to your organization. Tech-savvy, with impeccable analytical skills I learn and adapt quickly. In addition to my theoretical training and professional development, I have acquired considerable practical experience over the past several years. Most recently, my responsibilities as a Contracts Paralegal and Special Account Representative match the qualification you are seeking in a successful candidate. My responsibilities included providing administrative support in a confidential claims and insurance environment and handling multiple assignments. I also developed fundamental industry related skills such as the ability to respond to general inquiries from lawyers, senior management, and insurance company representatives in a courteous and helpful manner and self-learned and adapted to new software such as Salesforce and SharePoint. Executive leaders also relied on my ability to resolve issues expeditiously but more importantly identify potential issues.

Coupled with analytical and organizational attributes, I am also a hardworking, team-oriented and dedicated to my profession, an individual with a ton of experience from which to draw.

I am currently seeking new challenges as a Paralegal, and would appreciate the opportunity to discuss your needs and the potential contributions I can make to your organization.

Sincerely,

***Umo Cyrilla Eka***