Cover Letter

My name is Marcus Rodriguez I am an experienced professional who is proficient at customer service and management. I have ten years of customer service experiences working with customers from restaurants, legal clients, and financial customers. I obtained management experience from managing a small law firm in Santa Ana where I had to delegate tasks and make sure that the office ran efficiently. I am currently studying for Comptia A+ certification. I am looking for a position where I can use my transferable skills to be a great asset to your company and help it run more efficiently.

Marcus Rodriguez

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**Professional Experience**

04/1/2019-Present Maximus

**Case Manager**

* Build strong relationships with clients
* Discuss current skills and create plans with clients so that they can be self sufficient
* Calendar controlling and scheduling
* Manage 55 cases at a time
* Adhering to strict deadlines
* Work as a team with company partners to help clients obtain employment
* Follow strict policy and procedures related to case management
* Manage online filing system
* Create and manage Excel spread sheets

02/16/2017-9/01/2018 CIG Financial

**Loan Funder**

* Communicate with Area Managers and Dealers in regard to the status of the loan applications being worked
* Accurately complete employment, residence or landlord, and income verification on transactions submitted for funding and point out any variance to the original decision
* Ensure submitted contracts and loan packages are complete, accurate and reflect proper approval authorities relative to the underlying credit decision
* Ensure contracts submitted for funding have been accurately completed, specifically Truth-In-Lending and Regulation Z disclosures and ensure the accurate calculation and proper disclosure of federal or mandated fees
* Closely inspect loan package documentation for suspicious or fraudulent documentation
* Build strong working relationships with the Sales/Marketing Team, Credit Team and Dealership

11/2015-02/16/2017 Law Office of Farrah Mirabel-Santa Ana, CA

**Office Manager/Paralegal**

* Open Personal Injury and Employment files
* Managed 40 cases at a time
* Drafting Discovery responses
* Drafted Demand letters
* Filing documents with the court
* Manage 3 employees
* IT trouble shooting
* Organizing mail and taking it to the post office
* Ordering supplies
* Marketing
* Taking client intake

5/2013-11/2015 Phillips Law Group - Phoenix, AZ

**Legal Assistant**

* Interviewed clients’
* Established relationships with clients and sent out proper retainer documents
* Was the number one representative for 6 months straight bringing in the most cases (April 2013-September 2013)
* Trained in Employment Law, Social Security, Workers Compensation, Personal Injury, Criminal Law, and Mass Tort
* Created a training program for current and new employees to learn the basics of the law and procedures of the department

Education

2010-2013 Grand Canyon University - Phoenix, AZ (*BA Justice Studies/Minor in Business*)

**Accomplishments**

* Created a Non-profit organization that comprised of 50 Criminal Justice students so that they can learn leadership skills and helps connect them with professionals in the field they wish to enter
* Successfully developed a community-wide basketball tournament, which resulted in obtaining over $1,300 in scholarship money that was given to underprivileged students
* President of GCU Mock Trial Team, lead the team to the semifinals our first year