

Andrew Jefferson

Experience

TroyGould, Los Angeles, CA

September 2016 to December 2019

Floating Secretary/Legal Assistant/Word Processing

- Worked part time while working at Latham and Watkins to supplement income. Became a full-time employee in November 2018
- Currently assigned to a permanent desk with three partners and two mid-level associates (corporate and litigation).
- Type documents, firm standard letters, pleadings, correspondence, and memoranda received via hand-written copy on a daily basis and occasional transcription.
- Excellent word processing skills which include assisting secretaries with discovery, TOC/TOA generation, pleadings with proper formatting/styles.
- Prepare monthly expenses, travel and lunch reservations for two partners.
- Prepare copies, scans and files for various client documents.
- Proofread of all work to ensure accuracy before it's given back to the attorney.
- Acts as backup to other legal secretaries (including the assistant to the owner of the firm) when necessary to assist with overflow.
- Assist real estate department with WinAir forms. Regular coverage for secretary when on PTO.
- Assist with basic filing projects and other needs throughout the office.
- Proficient in FileSite, iManage, Intapp (DTE), Chrome software, proficiency in Office 2016

Latham & Watkins, Los Angeles, CA

October 2008 to November 2018

Document Services Supervisor

- Supervised, developed, and coached team members in their professional development endeavors.
- Ensured goals and objectives of the teams were met. Provided accurate and timely completion of assignments, and responses to inquiries. Ensured that all tasks and duties were completed within the firm's set guidelines and policies.
- Made recommendations to the GloDOCS Manager and Human Resources department in hiring, training, counseling, and disciplining departmental employees.
- Generated performance evaluations for departmental employees.
- Supervised a shift, or shifts, within the GloDOCS team and coordinated their schedules and work activities.
- Ensured sufficient shift coverage for overtime, weekend, holiday, and vacation schedules to meet firm deadlines.
- Ensured accurate and timely completion of service requests by the shift(s) for which they are responsible.
- Clarified work assignments and provided instruction as necessary.
- Took responsibility for organizing and overseeing complex assignments (assignments that would require multiple specialists and/or span multiple shifts).
- Ensured a smooth and accurate transition of work from shift to shift.
- Communicated with attorneys, paralegals, and staff to ensure cost-efficient and time-efficient procedures for preparing documents were utilized.
- Assisted with the orientation of all new employees to ensure they were properly trained according to Latham & Watkins GloDOCS procedures. Ensured training and certification goals were being met.
- Advised the department regarding document procedures and policies. Acted as point of contact for questions or concerns regarding the GloDOCS center.
- Promoted effective work practices, worked as a team member, and showed respect for co-workers by providing support to, and fill in for, all positions at the GloDOCS center as needed. Created, edited, formatted, and revised documents in Microsoft Word, Excel, and PowerPoint.

- Complete special projects on various issues as needed.

Greenberg Traurig, Santa Monica, CA

October 2004 to October 2008

Document Center Manager (Regional—West Coast)

- Created 24-hour operation in the Los Angeles office—regional office (total of 9 operators, 2 proofreaders), Silicon Valley (3 operators) and Phoenix (4 operators)
- Coordinated with supervisors on day-to-day workflow (email-based) coming from all western offices (Orange County, Silicon Valley, Sacramento, Las Vegas, Denver and Phoenix)
- Worked split shift to “straddle” between 1st and 2nd shifts. High percentage of hands-on management on a daily basis to ensure “lead by example” teamwork/leadership. Assisted in peak times (i.e., litigation filings, closings, etc.)
- Created (with assistance from Web Development) an intranet-based work request form to expedite work from attorneys when traveling to other locations throughout the country
- Worked closely with counterparts to assist other two regions in the country during heavy workload
- Met with counterparts every quarter in New York, Miami and Los Angeles to establish very close business relationship and in building a one “virtual” network of work processing throughout the country 24 hours/7 days a week
- Bi-monthly conference calls with counterparts (eastern and southern regional doc centers managers) to ensure the sharing and accurate dissemination of information to all document centers in the country
 - Responsibilities (message board creation, MOUS certification, correct document style usage)
- Worked closely with tech department in implementing various programs within the document center (i.e., ScanSoft, US Court Forms, DocXtools updates)
- Implemented digital dictation throughout the western region (replaces analog dictation/transcription)
- Held accountable for all training needs of department, which includes creating individual development plans of each employee (i.e., Westcite, US Court Forms, ScanSoft, WordTricks, TOAs, Best Authority, Digital Transcription)
- Worked all three shifts to establish and maintain visibility with department employees (3rd shift, three days every quarter)
- Worked closely with each Business Director in western region to ensure that document composition maximized internal client (attorney/secretary) satisfaction
- Traveled to each office in western region extensively to maintain/build relationships with all staff (including attorneys) to ensure that although the regional office is located in Los Angeles, each office will be given the same high-end quality service of document production equally
- Prepared annual budget for department

Weil, Gotshal & Manges, New York, NY

March 2002 to June 2003

Evening Word Processing Operator/Floater Night Secretary/OT Secretarial Assistance

- All functions of word processing – formatting and editing styles using Mac Pac, tables
- Responsibilities also included conversion (using special conversion programs) and revision of legal documents
- Sent out to attorneys for secretarial help during 2nd/3rd shifts (Floating Secretary)
- Experienced with DTE and billing
- Experienced using transcribing equipment
- Experienced with running DeltaView/Comparite
- Heavy experience working with partners in transaction work (Corporate and Bankruptcy Depts.)
- Assisted 2nd shift supervisor with front desk coverage (i.e, phone, attorneys’ requests, job orders for word processing department)
- Assisted proofreading department when needed (i.e, 2nd or 3rd shift coverage)