

# ROBERT SMITH

## Litigation Specialist/Analyst

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Litigation specialist offering a solid background in litigation, bankruptcy, commercial collections and customer service. Demonstrated work ethic, customer focus, leadership, integrity, positive attitude and dependability.

### 2006 - 2020

#### LITIGATION SPECIALIST/ANALYST - WELLS FARGO

- Seasoned litigation specialist which focuses on mitigating losses while resolving complex issues within a large portfolio.
- Works with consumers, debtors, trustees, and attorneys to negotiate payment plans.
- Reports out to risk management partners monthly on case progress while accurately forecasting potential losses.
- Effectively manages multiple time sensitive projects in a fast paced environment.
- Able to quickly adapt to changes and a transitional workload, while delivering superior customer service.
- Trains new employees and embraces challenges.
- Ability to learn new process and welcomes change.

### 2002 - 2006

#### LITIGATION SPECIALIST - ABC CORPORATION

- Managed claims from onset of litigation through resolution (settlement, dismissal, or trial).
- Directed defense counsel for the development & implementation of defense strategy.
- Personally selected which cases to settle, further investigate & defend.
- Appeared as corporate representative at deposition & trial.
- Extensive experience with Answers in Affirmative Defense, propounding & answering written discovery, subpoenas & depositions, SIU, evidentiary hearings, Motions for Summary Judgement, Proposals for Settlement, Court-Ordered Mediation, expert re-inspections & claims with multiple suits (insured & mitigation company).
- Personally directed the settlement of hundreds of cases.
- Personal settlement authority of \$100k and expense authority of \$15k..

## EDUCATION

Legal - (Customer Contact Training Program)

## **SKILLS**

Office Applications, Pacer, Lexis Nexis, Credit Bureau Reports, Outlook.