

Mediator/

ROBERT SMITH

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Objective

Bilingual legal professional with more than 15 years serving in Civil, Family, Commercial litigation and contracts Known for exceptional diagnosis of facts, issues and competing personalities dealing with highly charged conflicts and cultural differences. Adaptable to any situation utilizing collaborative and bargaining process as a conflict resolution specialist when negotiating disputes resolution outcomes.

Skills

Public Speaking, Promotions, Negotiation, Sales, Customer.

Work Experience

Mediator/

ABC Corporation - July 2012 - May 2015

- Promoted the Attorney Generals Office to the public at a wide variety of events.
- Fielded inquiries from citizens facing a myriad of consumer issues in both English and Spanish Wrote letters and called businesses.
- Provided information and referrals while handling simultaneous consumer mediation files.
- Negotiated millions of dollars in settlements with consumers and multi-national corporations.
- Handled over one thousand consumer mediation files. Handled over consumer mediation files at any given time.
- Analyzed evidence and applied relevant laws, regulations, policies, and precedents in order to reach conclusions
- Drafted correspondence to consumers, merchants, landlords, tenants, and other government agencies.

Mediator

ABC Corporation - 2007 - 2012

- Mediator in Private Practice Mediated and resolved conflicts for small and large groups.
- Independently administered all aspects of the practice.
- Maintained confidentiality and security of client files.
- Wrote clients mediated memoranda of agreement and memoranda of understanding.
- Maintained Virginia Mediation Certification.
- Facilitated Restorative Justice Community Conferences Presenter at conferences Participated in Virginia state pilot project to establish mediation in utility damage cases.
- Co-facilitated stakeholder group for program planning purposes.

Education

Bachelor's in Political Science and Spanish - 2006(Saint John's University - Collegeville, MN)