

# Joseph Iannazzi

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## Summary

Seeking Process Server role with 14 years of experience in legal and logistics fields. Proven track record in document management, legal research, and client confidentiality, ensuring accuracy and efficiency in legal proceedings. Strong skills in time management, conflict resolution, problem-solving, and attention to detail, honed through roles in legal assistance and delivery operations. Experienced in managing the timely and accurate service of legal documents, maintaining a 100% compliance rate.

## Work Experience

### Just Legal Solutions

*Process Server* | Glenpool, OK | Mar 2025 - Present

- Established and operate a process serving business, ensuring the accurate and timely delivery of legal documents.
- Maintain client confidentiality and adhere to legal protocols, achieving a high compliance rate.
- Utilize strong organizational skills to manage multiple service requests efficiently.
- Develop and maintain relationships with legal professionals to enhance service quality.
- Conduct skip tracing and investigative work to locate individuals for document service.

### Enterline Law

*Legal Assistant* | Tulsa, OK/Remote | Apr 2020 - Sep 2024

- Prepared and analyzed case law and materials for proceedings, ensuring the accuracy and completeness of documents and evidence.
- Coordinated appointments and managed correspondence and logistics, fostering smooth and efficient scheduling.
- Assisted with document production and discovery, enhancing the efficiency and accuracy of document retrieval.
- Utilized legal software to manage case files and streamline document management processes.
- Managed the timely and accurate service of legal documents, maintaining a 100% compliance rate.
- Collaborated with legal teams to ensure proper handling and confidentiality of sensitive documents.

### FedEx Ground

*Delivery Operations Manager* | Broken Arrow, OK | Oct 2019 - Aug 2024

- Implemented a more efficient delivery route, achieving a 20% reduction in delivery time and enhancing customer satisfaction.
- Trained and mentored new delivery drivers, equipping them with essential skills and knowledge.
- Collaborated with warehouse staff to streamline loading and unloading processes, leading to improved efficiency and reduced delivery times.
- Conducted background and credit checks to ensure the reliability and trustworthiness of new hires.

### Ruth Shaw

*Executive Assistant* | Bixby, OK/Remote | May 2020 - Apr 2023

- Managed complex calendars and scheduling to ensure optimal time management and prioritization.
- Coordinated travel arrangements and logistics, enhancing efficiency and reducing costs.
- Assisted in preparing reports and presentations, contributing to informed decision-making processes.
- Conducted background and credit checks as part of the hiring process, ensuring thorough vetting of potential employees.

### Ricalday

*Executive Assistant* | Tulsa, OK/Remote | Jan 2018 - Nov 2022

- Developed and implemented standardized office procedures, reducing administrative errors by 20% and enhancing operational efficiency.
- Negotiated contracts with subcontractors, achieving a 10% reduction in labor costs, and managed multiple projects to ensure timely completion and client satisfaction.
- Led HR compliance efforts, maintaining adherence to employment laws and regulations, resulting in zero penalties or fines.
- Conducted background and credit checks as part of the hiring process, ensuring thorough vetting of potential employees.
- Managed personal collections, successfully tracking down individuals with outstanding debts and negotiating payment plans.

### Oklahoma Custom Courier

*Delivery Operations Manager* | Broken Arrow, OK/Remote | Jan 2016 - Oct 2019

- Coordinated time management strategies to improve freight delivery punctuality, thereby enhancing process efficiency and consistently meeting delivery targets.
- Optimized route planning and scheduling, which resulted in reduced fuel costs and improved overall operational efficiency.
- Resolved delivery issues and customer complaints effectively, maintaining a high level of customer satisfaction and loyalty.
- Conducted background and credit checks to ensure the reliability and trustworthiness of new hires.
- Managed personal collections, successfully tracking down individuals with outstanding debts and negotiating payment plans.

## Enterprise Holdings

*Billing Specialist (Promoted From Phone Operator) | Tulsa, OK/Remote | May 2016 - Jan 2018*

- Collaborated with cross-functional teams to identify and resolve billing issues, reducing customer complaints and increasing satisfaction.
- Automated manual billing tasks, significantly decreasing processing time and enhancing operational efficiency.
- Conducted regular audits of billing records to ensure accuracy and regulatory compliance, contributing to the reduction of billing errors.
- Conducted background and credit checks as part of the hiring process, ensuring thorough vetting of potential employees.

## Alpine Roofing

*Executive Assistant | Tulsa, OK/Remote | Jun 2013 - Dec 2017*

- Led a team of administrative staff, improving training and guidance, resulting in a 15% enhancement in performance.
- Implemented a new payroll system, decreasing processing time by 30% while ensuring compliance with federal and state regulations.
- Collaborated with architects and contractors on custom systems, resolving complex issues and achieving significant cost savings for clients.
- Conducted background and credit checks to ensure the reliability and trustworthiness of new hires.
- Managed personal collections, successfully tracking down individuals with outstanding debts and negotiating payment plans.

## Holiday Inn Tulsa City Center

*Administrative Assistant | Tulsa, OK | Mar 2015 - May 2016*

- Collaborated with multiple departments to enhance guest experiences, improving cross-functional communication and teamwork.
- Assisted in coordinating and executing events and conferences, ensuring smooth operations and high levels of guest satisfaction.
- Maintained accurate guest records, contributing to improved communication and personalized service, while managing check-ins and checkouts with an average guest satisfaction rating of 95% or above.

## Enterprise Rent A Car

*Administrative Assistant | Tulsa, OK | Apr 2013 - Mar 2015*

- Received multiple commendations for exceptional service, contributing to enhanced customer satisfaction and loyalty.
- Resolved customer disputes and billing discrepancies, achieving a 15% reduction in escalations and fostering improved customer trust.
- Collaborated with the operations team to enhance vehicle maintenance processes, leading to a 20% decrease in vehicle breakdowns.

## National Roofing

*Executive Assistant | Broken Arrow, OK/Remote | May 2010 - May 2012*

- Managed executive schedules and coordinated meetings, enhancing overall time management and organizational efficiency.
- Assisted in preparing financial reports and presentations, contributing to strategic planning efforts.
- Managed personal collections, successfully tracking down individuals with outstanding debts and negotiating payment plans.

## Education

### Northeastern State University

Bachelor's Degree, Business Administration and Management

### Tulsa Community College

Associates Degree, Business Administration

## Certifications

**Diploma in Understanding Medical Terminologies** | Alison

**Diploma in Project Management** | Alison

**Best Practices for Remote Work** | Alison

**Project Management** | Saylor Academy

**Small Business Management** | Saylor Academy

**Management Leadership** | Saylor Academy

**Cisco CCNA** | Tulsa Technology Center Riverside Campus

**A+** | Tulsa Technology Center Riverside Campus

**Microsoft Office** | Tulsa Technology Center Riverside Campus

## Skills

Legal Research, Document Management, Client Confidentiality, Drafting Legal Documents, LexisNexis, Westlaw, Clio, Discovery Process, Case Management, Document Review, File Management, Compliance, Data Entry, Account Management, Communication, Time Management, Problem-Solving, Attention to Detail, Client Interaction, Confidentiality, Document Drafting, Team Collaboration, Proficiency in Microsoft Office Suite, Organizational Skills, Effective Communication, Conflict Resolution, Multitasking, Strategic Planning, Project Management, Analytical Thinking, Leadership, Public Relations, Market Research, Creativity, Social Media Management, Content Creation, Financial Management, Business Correspondence, Team Leadership, Decision-Making Skills,

Google Workspace, Scheduling, Technical, Detail Oriented, Written Communication, Teamwork, Human Resources Management, Customer Service Skills, Email Management, Travel Management, Innovation, Knowledge of Legal Procedures, Communication Skills, Physical Stamina, Basic Computer Skills, Discretion, Organization Skills, Legal Knowledge, Organization, Interpersonal Skills, Adaptability, Computer Proficiency