

# Joseph Iannazzi

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## SUMMARY

Detail-oriented Legal Assistant with 14 years of experience in legal document management, case law analysis, and scheduling coordination. Proven track record in enhancing efficiency and accuracy in legal proceedings, document production, and discovery processes. Seeking to leverage strong organizational and communication skills in a dynamic legal environment.

## WORK EXPERIENCE

Enterline Law <i>Legal Assistant</i>	Tulsa, OK/Remote Apr 2020 - Sep 2024
<ul style="list-style-type: none"><li>Prepared and analyzed case law and materials for proceedings, ensuring the accuracy and completeness of documents and evidence.</li><li>Coordinated appointments and managed correspondence and logistics, fostering smooth and efficient scheduling.</li><li>Assisted with document production and discovery, enhancing the efficiency and accuracy of document retrieval.</li><li>Utilized legal software to manage case files and streamline document management processes.</li><li>Conducted legal research to support case preparation and strategy development.</li></ul>	
FedEx Ground <i>Delivery Operations Manager</i>	Broken Arrow, OK Oct 2019 - Aug 2024
<ul style="list-style-type: none"><li>Implemented a more efficient delivery route, achieving a 20% reduction in delivery time and enhancing customer satisfaction, similar to organizing and managing legal documents and correspondence.</li><li>Received recognition for maintaining a clean and organized delivery vehicle, ensuring safe and secure transportation of goods, akin to maintaining legal compliance and accuracy.</li><li>Trained and mentored new delivery drivers, equipping them with essential skills and knowledge, comparable to managing and guiding legal teams.</li><li>Collaborated with warehouse staff to streamline loading and unloading processes, leading to improved efficiency and reduced delivery times, similar to improving workflow and communication in a legal setting.</li></ul>	
Ruth Shaw <i>Executive Assistant</i>	Bixby, OK/Remote May 2020 - Apr 2023
<ul style="list-style-type: none"><li>Managed complex calendars and scheduling, ensuring optimal time management and prioritization, similar to managing legal calendars and court dates.</li><li>Coordinated travel arrangements and logistics, enhancing efficiency and reducing costs, akin to organizing legal documents and correspondence.</li><li>Assisted in preparing reports and presentations, contributing to informed decision-making processes, comparable to preparing legal documents and case files.</li></ul>	
Ricalday <i>Executive Assistant</i>	Tulsa, OK/Remote Jan 2018 - Nov 2022
<ul style="list-style-type: none"><li>Developed and implemented standardized office procedures, reducing administrative errors by 20% and enhancing operational efficiency, similar to maintaining legal compliance and accuracy.</li><li>Negotiated contracts with subcontractors, achieving a 10% reduction in labor costs, and managed multiple projects to ensure timely completion and client satisfaction, akin to managing legal documents and deadlines.</li><li>Led HR compliance efforts, maintaining adherence to employment laws and regulations, resulting in zero penalties or fines, comparable to ensuring legal compliance.</li></ul>	
Oklahoma Custom Courier <i>Delivery Operations Manager</i>	Broken Arrow, OK/Remote Jan 2016 - Oct 2019
<ul style="list-style-type: none"><li>Coordinated time management methods to ensure punctual freight delivery, enhancing process efficiency and meeting delivery targets.</li><li>Optimized route planning and delivery schedules to streamline routes, resulting in reduced fuel costs and improved operational efficiency.</li><li>Resolved delivery issues and customer complaints effectively, maintaining a high level of customer satisfaction and loyalty.</li></ul>	
Enterprise Holdings <i>Billing Specialist (Promoted from Phone Operator)</i>	Tulsa, OK/Remote May 2016 - Jan 2018
<ul style="list-style-type: none"><li>Promoted from Phone Operator to Billing Specialist, and subsequently to Senior Billing Specialist, due to outstanding performance and dedication, demonstrating adaptability and growth.</li><li>Collaborated with cross-functional teams to identify and resolve billing issues, reducing customer complaints and increasing satisfaction, akin to resolving legal issues and client interactions.</li><li>Automated manual billing tasks, significantly decreasing processing time and enhancing operational efficiency, similar to managing legal documents and improving workflow.</li><li>Conducted regular audits of billing records to ensure accuracy and regulatory compliance, contributing to the reduction of billing errors, comparable to maintaining legal compliance and accuracy.</li><li>Received multiple customer service awards for exceptional assistance and resolution of complex issues, while consistently achieving and exceeding monthly call handling targets with an average call duration below company benchmarks by 20-30%, demonstrating strong communication and problem-solving skills.</li><li>Assisted in training new telephone operators and developed a comprehensive knowledge base of frequently asked questions, facilitating faster and more accurate responses to customer inquiries, similar to managing legal documents and correspondence.</li></ul>	
Alpine Roofing <i>Executive Assistant</i>	Tulsa, OK/Remote Jun 2013 - Dec 2017
<ul style="list-style-type: none"><li>Directed a team of administrative staff, enhancing training and guidance to achieve a 15% improvement in overall performance, similar to managing and guiding legal teams.</li><li>Implemented a new payroll system, reducing processing time by 30% and ensuring compliance with federal and state regulations, akin to maintaining legal compliance and accuracy.</li></ul>	

- Collaborated with architects and contractors to design and install custom systems, resolving complex issues and saving clients substantial costs, comparable to resolving legal issues and managing case files.

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, ensuring efficient time management, similar to managing legal calendars and court dates.
- Assisted in the preparation of financial reports and presentations, contributing to strategic planning, akin to preparing legal documents.
- Implemented office management systems to improve workflow and communication, comparable to managing legal documents and correspondence.

## 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 • Languages: English • Computer Literacy • Conflict Resolution •  
Time Management • Customer Service • Problem-Solving • Strong Communication • Active Listening • Multitasking  
• Strategic Planning • Project Management • Analytical Thinking • Copywriting • Interpersonal Communication •  
Leadership • Public Relations • Budgeting • Market Research • Creativity • Analytical Skills • Excellent Written and  
Verbal Communication • Social Media Management • Content Creation • Organizational Skills • Problem-Solving  
Abilities • Financial Management • Proficiency in Microsoft Office Suite • Business Correspondence • Leadership and  
Team Management • Excellent Communication Skills • Attention to Detail • Staff Supervision • Communication Skills  
• Decision-Making Skills • Google Workspace • Shipping and Receiving • Payroll • Human Resources • Multi Tasking  
• Innovation • Scheduling • Technical • Detail Oriented • Microsoft Excel • Written Communication • Teamwork • Team  
Leadership • Effective Communication • Problem-Solving Abilities • Human Resources Management • Customer  
Service Skills • Proficiency in MS Office Suite • Email Management • Travel Management • Proficiency in Microsoft  
Office • Organization Skills • Client Interaction • Confidentiality • Document Drafting • Team Collaboration