

Bilingual Pre-trial Supervisor Bilingual Pre-trial Supervisor Bilingual Pre-trial Supervisor Maspeth, NY A top-performing professional poised for success with over various years of professional experience in the Criminal Justice field as well as a bachelor's in business administration, and client support specialist. Offering exceptional interpersonal and communication skills with a high level of sensitivity towards client's needs, and the ability to put a client at ease in the tensest of situations. A bilingual professional with strong organizational skills, computer expertise, strategic time management skills, and a vast knowledge of legal terminology, processes, and procedures, seeking to continue to further success.

**Work Experience Bilingual Pre-trial Supervisor NEW YORK CITY CRIMINAL JUSTICE AGENCY 2004 to 2019 Kew Gardens, NY**

- Monitor verification efforts, transcription of defendant's criminal history records, and data entry into CJA computer database.
- Investigated defendants' criminal histories and records to ensure appropriate release recommendations are awarded.
- Interacted regularly with police, corrections and court personnel to ensure positive working relations are maintained
- Monitored the Bail Expediting Program by efficiently quality controlling BEX packages using court calendars
- Performed daily and weekly updates of interviews and daily reports into automated organization database
- Train new pretrial associates in all aspects of the pre-arraignment process.
- Evaluate the performance of newly hired during their probationary period and tenured interviewers on an annual basis.
- Assist in the compilation of statistical data, participating in special projects and assist in any computer problems.
- Check for outstanding warrants utilizing our databases such as Division of Criminal Justice Services and e-arraignment.

**Bilingual Pre-trial Associate**

- Interviewed defendants after arrest to gather information on community ties, such as residence and employment.
- Call defendants' family and friends to verify contacts and information provided during interviews.
- Review and summarize defendants' criminal history records.
- Determine CJA's pretrial release recommendation to the judge, by applying a standardized point scale.
- Contact defendants to notify them of upcoming court dates and assist defendants and their families in posting bail.
- Provide tech support to staff for computer issues, remote access, and BYOD related inquiries.
- Troubleshoot All Windows , Windows Server, LAN and firewall.
- Configure, patch and deploy computers.
- Coordinate with

Agency IT support for advanced problems. Run reports in our practice management software.

Provide agency continuity by proactively monitoring all systems for problems and recommending improvements.

Network and Computer Systems Administrator Manager PUNCH LIST SYSTEM - San Juan, PR 2003 to 2004

Maintain and administer computer networks and related computing environments including computer hardware, systems software, applications software, and all configurations. Perform data backups and disaster recovery operations. Maintain logs related to network functions, maintenance and repair records. Diagnose, troubleshoot, resolve hardware, software, or other network and system problems, and replace defective components

Monitor network performance to determine whether adjustments need to be made, and to determine future changes

Plan, coordinate, and implement network security measures to protect data, software, and hardware. Analyze equipment performance records to determine the need for repair or replacement. Perform routine network startup and shutdown procedures, and maintain control records

Train people in computer system use. Gather data pertaining to customer needs, and use the information to identify, predict, interpret, and evaluate system and network requirements.

Coordinate with vendors and with company personnel to facilitate purchases. Perform data entry functions by keying data into computer system and verifying accuracy and make corrections as necessary.

Education Bachelor in Computer Management The Pontifical Catholic University of Puerto Rico - Ponce, PR

Skills Exceptional Research Skills (10+ years), Fluent in Spanish (10+ years), Microsoft Office Suite Proficiency (10+ years), Leadership & Teamwork (10+ years), Profound Customer Service (10+ years), Project Management (10+ years), Communication Skills (10+ years), Excellent Follow-Up Ability (10+ years), 80 WPM, Organizational Skills, problem solving, training, Microsoft Office, Management Certifications/Licenses

Managing Conflict in the Workplace May 2018 to Present

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