

Office Manager/Paralegal Office Manager/Paralegal Office Manager/Paralegal - Estrella Law Offices  
P.C Work Experience Office Manager/Paralegal Estrella Law Offices P.C - Lawrence, MA August  
2013 to Present Lawrence, MA) to others Office Manager/Paralegal Enthusiastic Provide  
administrative support for the office including budget and personnel matters; Self-motivated and  
relevant Committees, Boards, Commissions, assignments and projects Learns quickly Analyze  
and organize office operations and procedures such as, but not limited to, Assumes  
responsibilities to get the job budget, personnel, records management, supplies and equipment  
done Manage calendar, coordinate schedules and independently make appointments Proven  
ability to finish tasks in a Provide service to customers by answering questions, providing  
information, making timely fashion referrals, and assuring appropriate follow-through and/or  
resolution Ability to meet critical deadlines Assess the urgency of situations and determine  
appropriate actions, monitor status of Proficient in Microsoft Access, Excel, pending items, provide  
follow up and keep management informed by communicating Outlook, PowerPoint and Word a wide  
variety of information Represents employer with Ensure that all necessary information is shared  
between clients and attorneys on professionalism, poise, and integrity various files Works well in a  
team Managed billing for all clients including Real Estate transactions environment as well as  
independently Assist paralegal with Real Estate closings from start to end Senior Project  
Coordinator, IT Zwicker & Associates P.C - Andover, MA August 2010 to August 2013 Education  
Associates in Business Katharine Gibbs School - Boston, MA September 1996 to April 1998  
Additional Information SKILLS Meet daily with enumerators to: Check their work for  
completeness and accuracy Microsoft Office Suite Make sure they have all the supplies they  
need to be able to conduct their job Fluent in Spanish Distribute new or reassigned work  
Customer Service Review their payroll forms General & Administrative Support Monitor their  
work and progress Recovery Management Systems Answer any questions or concerns the  
enumerators may have AS400 Conduct observations of enumerators while they work in the field  
Bridgetrack Recommend or provide on-the-job training when needed Internet Savvy Complete  
census cases as an enumerator Notary of Commonwealth of Mass Windham Professionals, Inc.

(8/09 - 01/10, Salem, NH) QuickBooks Account Manager Sage Timeslips Located customers to collect on defaulted student loans. Online Resources Attempted to persuade debtors to pay amount due or arrangements for payment at later date via phone. Negotiated loan rehabilitations, settlements, payment in full and arrangements of pay schedules.

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