

Professional Profile

- Customer relations
- Court legal background
- Supervisory experience
- Experience assisting non-represented clients with court processes/hearings
- Experience analyzing and implementing new legislation and court rules
- Experience assisting court officials with hearings
- Experience implementing new court technology

Professional Accomplishments

Legal

- Supervised and assisted the Civil, Domestic, Guardianship, Probate, Adoption, and Dependency unit within the Superior Court Clerk's Office
- Assisted with and participated in the implementation of the Court Facilitator program in Clark County, WA
- Taught and assisted with Continuing Legal Education sessions for members of the Clark County Washington and Multnomah County OR Bar Associations
- Assisted Court Officials with document and exhibit management, background checks, client management

Legal/Technical

- Assisted in implementing a court document imaging system
- Reported and replicated client system issues for programming staff, on behalf of court users
- Mapped system requirements and relayed them to technical staff
- Analyzed the impact of, and the adjustments required for, new rules and legislation
- Assisted users with documenting system requirements
- Trained in mapping business processes and identifying opportunities for improvement

Work History

Court Assistant III	Clark County Superior Court Clerk's Office, Vancouver WA	02/1986 – 07/2006; (245 months).
Business Analyst/System Integrator	Washington State Office of the Administrator of the Courts, Olympia WA	07/2006 – 08/2009: (36 months).
Call Center Agent	Addeco Personnel at Epiq Systems Beaverton OR	1-24-13 to 3-1-13 (temporary position)

Xerox	Customer Advisor for IOS devices (technical support)	4-15-2013 to 6-6-13 (left for new job offer)
Law Office of C. Michael McLean	Legal Secretary	6-7-13 to present

Education

General Studies/Paralegal, AA	Clark College, Vancouver WA	1986
Business/ Information Systems, BS	Linfield College, McMinnville OR	2000

References

References are available upon request.