

# LAUREN HOWARD

338 Ilimalia Loop, Kailua, HI 96734

**Relocating to Portland, OR on September 16, 2013**

(808) 753-4977

HowardLaurenL@gmail.com

## EXPERIENCE

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### **Hartley & McGehee, LLP – Kailua, Hawai'i**

Intake Coordinator, January 2011 to September 2013

- Excelled in the ability to handle a variety of customer service and administrative tasks in this busy Family Law office. Multi-tasked multiple clients and administrative duties. Monitored and maintained company calendar, contacts, and daily schedule for five attorneys and staff. Consistently updated and improved daily workflow tasks with creative and efficient tools. Always strived for consistency and accuracy in work with maximum efficiency in mind. Fast learner with new workflows, computer software, etc. Comfortable researching new and better ways to use existing software.
- Demonstrated proficiencies in telephone and front-desk reception in a high-volume environment. Conducted initial intake interviews with potential clients and set appointments. Calmed and assisted distressed clients, researched and resolved problems, and fielded questions and problems to superiors appropriately.
- Organized and assisted the statewide Family Law Section of the Hawai'i State Bar Association from November 2011 to November 2012. Organized and facilitated monthly and quarterly meetings, created monthly newsletters, and handled electronic distribution of newsletters and other handouts. Main point of contact for the Family Law Section. Monitored relevant bills and hearings during the legislative session on the Hawai'i State Judiciary website. Reviewed and submitted testimony on behalf of the Family Law Section. Responsible for organizing the Family Law Update in the state's annual Bar Convention and annual Holiday Party.
- Assisted the Senior Family Court Judge with the Court's special volunteer-based program, the Kapolei Access to Justice Room. Solicited attorneys for bi-monthly volunteering. Created, updated, and maintained the yearly calendar for volunteers. Organized training meetings, instructions, and manuals.
- Assisted and organized other special events including the office's annual Hawai'i Food Bank drive, fun-runs, and outdoor volunteering.

- Regularly praised by management for exemplary customer service, skill at multitasking, determination with problem solving, attention to detail, and consistently positive attitude. Often praised by clients for the same.

### **Social Security Administration (SSA)- Kapolei, Hawai'i**

Student Intern, July 2009 to September 2009

- Assisted the customer service representatives with processing daily walk-in customers with Social Security and Medicare cards. Learned SSA procedure and requirements for issuing cards including verification of acceptable forms of identification and citizenship. Explained to customers the specific rules and requirements for documentation. Helped with a wide variety of customers and challenging situations.
- Learned how to operate SSA's special computer systems. Used the various computer systems to process information, update claims, and perform research on a daily basis. Compiled daily mailings, filed and organized paperwork, copied, faxed, answered phones, and performed various other clerical duties. Handled the office's mail and deliveries, maintained and distributed office supplies.

### **Hale Carlson Penn, Plc. – Fairfax, Virginia**

Receptionist, July 2008 to August 2008

- Answered and transferred phone calls with many extensions in this busy law firm. Greeted and assisted walk-in clients and maintained the lobby/reception area.
- Handled the firm's daily mail and deliveries. Worked on converting the firm's paper files to electronic files through scanning and an archiving software program.

## **E D U C A T I O N**

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### **University of Hawai'i at Mānoa – Honolulu, Hawai'i**

Bachelor of Arts in English, December 2009

3.5 GPA, Dean's List

## **O F F I C E   S K I L L S**

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Telephone & Front Desk Reception, Customer Service, Filing, Database & Records Management, Executive & Administrative Support, Mailing, Copy/Scan/Fax, Reports & Spreadsheets, Complaint Handling, Data Entry

## C O M P U T E R   S K I L L S

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Mac, PC, Word, Excel, PowerPoint, Outlook, Google Apps, MailChimp, Timeslips, Wordpress, NowContacts, Ho'ohiki Court Records Database, Hawai'i State Judiciary Database, Internet Research

## R E F E R E N C E S

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### **Steven L. Hartley**

Managing Partner, Hartley & McGehee, LLP  
(808) 263-6900 x 827

### **Stephanie Suzuki**

Office Manager and direct supervisor, Hartley & McGehee, LLP  
(808) 263-6900 x 830