
EXPERIENCE:

Sousaku Partners Investigations, LLC

February 2009 to Present

Boutique private investigating firm specializing in advanced skip tracing and background investigations.

Sr. Director of Research & Operations

8/2012 to Present

- Three years of experience managing busy office including administrative support, phones, file maintenance, scheduling, correspondence, and billing. Highly visible client facing role servicing attorneys and paralegals.
- Performs skip traces on behalf of legal clients to locate debtors, witnesses, defendants, and missing clients.
- Conducts criminal and civil background investigations using online databases and court record searches.
- Ensures work is GLBA and FCRA compliant; maintains full understanding of all applicable laws.
- Demonstrates excellent written and verbal communication; provides regular cases status updates to clients; designated as first point of contact for customer service phone calls and emails.
- Extensive experience interacting with court clerks and records departments including preparing correspondence, researching case files, requesting copies, and interpreting court docket proceedings.
- Demonstrated ability to handle confidential information; exhibits sound judgment and attention to detail.
- Strong organizational skills in a fast-paced, demanding customer service environment with diverse offerings and competing priorities; quick and agile learner with ability to adapt to changing requirements.
- Strong team member with experience collaborating with and taking direction from all levels of leadership.
- Hired and currently manage team of 3, conduct quarterly performance reviews and goal settings.

Promotion history:

Director of Research & Operations

7/2010 to 8/2012

Research Manager

9/2009 to 7/2010

Research Associate

2/2009 to 9/2009

International Programs Office, Linfield College

February 2007 to December 2009

Office Assistant

- Supported new international students through transition to college environment, assisted with obtaining work authorization documents and registering for classes.
- Assisted study abroad advisors in general office administration and customer service role.
- Maintained and updated student files, requiring familiarity with visas, international travel, and academic standards and policies.

EDUCATION & CREDENTIALS:

Linfield College, McMinnville, OR

September 2006 to December 2009

BA in English Literature, Summa Cum Laude

DPSST, Salem OR

May 2010 to Present

Oregon Licensed Private Investigator, #50219

TECHNICAL SKILLS:

Databases: PACER, OJIN, JIS, IRB, Accurant/LexisNexis, Tracers, MasterFiles, and other public and private online sites. Software: Quickbooks, MS Office Suite: Word, Excel, Outlook, and PowerPoint.