**Jade O. Hughes**

**Rhododendron, OR 97049 503-504-2082**

**Email: jade.hughes15@pcc.edu**

**Objective**: To utilize my paralegal and organizational skills in a fast-paced legal environment.

**Education:** AAS in Paralegal Studies, Portland Community College **Portland, OR**

**Certifications:** Notary Public **October 2012**

**Computer Skills:** MS Office, CAD, different kinds of internal computer systems

**Legal Internships:**

**Gresham Family Law Firm- Paralegal Intern Gresham, OR**

April 2012-June 2012

* Created, proofread and indexed pleadings.
* Contacted clients; answered incoming client calls.
* Court contact and research.
* Demonstrated client confidentiality.
* Intake and conflict checking for new clients.
* Created and maintained address lists.
* Demonstrated analytical and problem solving skills.

**Professional Experience:**

**Reddaway- Special Services Representative and Pricing Associate Clackamas, OR**

February 2007-Febuaruy 2010

* Excellent oral and written communication and strong attention to details.
* Contract interpretation and pricing request implementation and audited accounts.
* Main customer contact for high-profile accounts requiring daily audits.
* Assistant to the Manager of Pricing Support on special projects as needed.
* Generate pricing agreements for implementation to assist the pricing analysts.
* Took inbound customer care calls assisting customers with tracking/tracing, lost freight, corrections, and account discounts and pricing.
* Occasionally assisted co-workers with rate and pricing questions.

**C.R.E.S.A.- 911 Dispatcher Vancouver, WA**

September 2006-January 2007

* Assisting stressed and scared callers.
* Constantly multi-tasking, taking calls and dispatching police or medical personnel. I had to think quickly and make quick decisions.

**General Motors/Sitel Corporation/Convergys Hillsboro, OR**

**Goodwill Liaison, Team Specialist, and Customer Relationship Manager**

May 2000-September 2006

* Created and decided appropriate goodwill to send to customers.
* Handled escalated customer calls and supervised customer relationship managers.
* Resolved customer vehicle concerns and contacted GM dealership personnel when needed.