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|  | Professional Experience  Training and Development Coordinator (October 2007 – to present)  Tonkon Torp LLP (888 SW Fifth Avenue, Suite 1600, Portland, OR 97204)  Thirty years’ experience in a law firm provides thorough understanding of court procedures and case flow, ability to read, understand and apply complex rules of court. Responsible for day-to-day supervision of multiple projects. Create and provide all training plans for users. Support for ad-hoc enhancement requests for all current applications. Strong analytical and problem-solving skills. Excellent presentation skills to aide in stakeholder buy in and user adoption for new technologies.  Training and Development   * Course Development: Create training plans and present ongoing technical education for staff and attorneys for firm software through eLearnings (Captivate) shared through a learning management software (LMS), classroom training, floor support, email Tips and remote assistance. * Conduct needs assessment and task analysis with staff and practice groups. * Skill building and targeted training for attorneys and staff. * Workflow process analysis and optimization. * Document specialist. * Ability to successfully partner with all levels of management to identify critical and strategic training and development within their department. * Cross Training: Develop ongoing training for staff. * Mentor and support development in firm employees for growth and retention both technical and soft skill related. * New Hire Orientation: Work with all departments to develop an adequate entry into our Firm -- with supported training.   Software Development   * SharePoint – Intranet: managed build up and created and delivered training of the new site. * Template Design and Creation: Work with practice groups to find need for automated templates; create templates administratively through Innova. * Process Improvement: access and document current procedures, provide roadmap for improvements and measure improvements.   Project Management   * Worked closely with IT to manage multi-phased program implementation to set milestones and achieve objectives. Responsible for working with IT, vendors, firm teams and other business partners to ensure all areas of the release are properly managed in the following enterprise applications: * Worksite – FileSite: Matter Centricity * Adobe (multiple versions) * Microsoft 2007 * Win 7 / IE 9 / Microsoft 2010 (rolled as a package) * PDFdocs * Litera Innova * ContactEase – CRM * Corporate Focus * Levit James Best Authority * Workshare – document compare * eCopy * Cisco Phones * UniversitySite (LMS) * Understand application requirements of the clients and provide specifications to software developers and IT. * Quality Assurance: Manage and document updates to existing applications and test new features for compatibility through user test groups. * Inform IT of changes in laws and rules that affect application of software (eFilings requirements, etc.). |
|  | Legal Assistant/Paralegal (1994 to 2007)  Gevurtz Menashe PC ( Portland, OR 97204)  Responsible for meeting with clients, drafting pleadings and daily correspondence. Review file and respond to discovery requests, deposition summaries and all preparations for trial. Responsible for all interaction with new client referrals. Technical: created and maintained complex firm macros; and 99supported firm website development.  *Professional references available upon request.* |