

Meka R. Burch

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Education

Paralegal Institute of Washington, Washington, DC

Paralegal Certificate, 05/2013 (*Internship 120 Hours*)

Trinity Washington University, Washington, DC

B.S. Criminal Justice, 05/2011

Skills: Customer Relations, Microsoft Word, PowerPoint, Excel, Research/Westlaw

Work Experience

Department of Human Services, Washington, DC

09/2014 to Present

Fort Davis Service Center (WEX-Intern)

- ♦ Serves as liaison between nearly 100 service center participants and front desk staff daily
- ♦ Assesses participant's needs and identifies the nature of service required before fielding them to the appropriate parties
- ♦ Provides participants with information regarding outside local resources such as shelter, food bank, and childcare services
- ♦ Retrieves pending case documents from front desk and drop box
- ♦ Receives and responds to participant's case inquiries and complaints
- ♦ Manually logs customer case information for scanning and processing
- ♦ Maintains high level of ethical conduct regarding confidentiality of participant's case information

Admiral Security, Washington, DC

08/2014 to Present

Licensed Security Officer

- ♦ Greets and provides customer service to residents and visitors at front desk in 259 unit building
- ♦ Randomly patrols interior and exterior perimeter of building
- ♦ Maintains all log books and equipment
- ♦ Ensures the safety of residents and property by observing 21 paneled CCTV Surveillance monitor

Robert Half Legal, Washington, DC

09/12 to 08/14

Support Professional (Staffing Firm)

- ♦ Performs various clerical duties including the operation of standard office equipment
- ♦ Drafted and produced documents and reports using Microsoft Office Word
- ♦ Communicates effectively with all levels of staff/management

Jacob Burns Law Library, GW University, Washington, DC

03/09 to 10/11

Building Access Monitor

- ♦ Communicated courteously and effectively with library patrons, staff, alumni, and public
- ♦ Rendered services and resources within the context of the library's policies and procedures
- ♦ Improved the law school experience for the entire community through civic service, participation in special events, and providing diversified information regarding the law school

Reynolds & Associates, Washington, DC

02/08 to 11/08

Residential Monitor (Halfway House Facility)

- ♦ Managed front control office and ensured facility safety by monitoring CCTV surveillance units
- ♦ Conducted new arrival intake and assessments to identify relevant services
- ♦ Tracked and maintained accountability for 20 -30 residents when signed out into the community
- ♦ Established and maintained positive relationships with facility residents/staff
- ♦ Supervised group activities throughout the facility
- ♦ Interacted with residents and children on family visitation days
- ♦ Investigated complaints regarding facility disruption
- ♦ Counseled residents during mediation regarding facility policies and procedures
- ♦ Oversaw the daily sanitation duties of over 60 facility residents daily
- ♦ Administered alcohol testing, body and property searches and medication

- ♦Cultivated the distribution system to conserve supplies

MV Transportation, Capitol Heights, MD
Para Transit Operator (Metro Access)

09/07 to 02/08

- ♦ Maintained customer relations by providing transportation services to disabled individuals
- ♦ Utilized communication skills while transporting passengers, translating safety regulations, and the collection of boarding fees

Randstad Work Solutions, Washington, DC
Administrative Assistant

10/06 to 09/07

- ♦ Greeted visitors and screened calls for appropriateness
- ♦ Established rapport with vendors and subcontractors regarding supplies and maintenance issues
- ♦ Performed various clerical duties such as documenting, photocopying, faxing, filing, sorting/distributing incoming communications, and mailing through various shipping systems
- ♦ Coordinated with caterer's for various staff meetings and luncheons

Department of Public Works, Washington, DC
Parking Enforcement Officer (District of Columbia Government)

04/97 to 03/06

- ♦ Served as representative on behalf of the District of Columbia Government by testifying in over 50 traffic adjudication hearings
- ♦ Patrolled metro quadrants to ensure public compliance with existing parking ordinance
- ♦ Acted as Liaison between the District Government and public providing posted sign interpretation
- ♦ Generated an average of \$3,000-\$6,000 worth of revenue daily by issuing citations for non-moving parking violations using a handheld computer
- ♦ Inspected and reported hazardous conditions such as malfunctioning traffic signals, deteriorated street signs, and responded to citizen's complaints concerning private property

Volunteer Experience

09/08-Present

East of the River Boys and Girls SteelBand Washington, DC
On Call Volunteer

- ♦ Performs various support duties such as drafting letters using Microsoft Office Word, filing, and faxing
- ♦ Collects data and inputs information for grant/financial report preparation
- ♦ Provides transportation to band members and executive director as needed
- ♦ Participates in fundraising efforts under the direction of executive director