

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. in 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

Intern (WEX Program)

- ♦ Greets and provides information at greeters desk
- ♦ Obtains customer inquiries and complaints to delegate to appropriate parties
- ♦ Logs customer case information on pertaining log sheets for processing

Admiral Security, Washington, DC

08/2014 to Present

Licensed Security Officer

- ♦ Greets and provides customer service to residents and visitors at front desk
- ♦ Monitors CCTV and randomly patrols interior and exterior perimeter of building
- ♦ Maintains all log books and equipment

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
- ♦ Collects data and supporting documentation for related reports using Microsoft Office
- ♦ 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, maintained records/log books, and processed initial intake procedures
- ♦ Ensured facility safety by surveillance units, investigated incidents, and prepared related reports
- ♦ Decreased disruption in the facility by advising clients regarding policies/procedures, and mediation
- ♦ Administered alcohol testing, body searches, and medication
- ♦ Conserved supplies by formulating a system for its distribution
- ♦ Delegated and supervised household duties amongst residents

MV Transportation, Capitol Heights, MD

09/07 to 02/08

Para Transit Operator (Metro Access)

- ♦ 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

10/06 to 09/07

Administrative Assistant

- ♦ Greeted visitors and screened calls for appropriateness
- ♦ Established a repertoire 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

Department of Public Works, Washington, DC

04/97 to 03/06

Parking Enforcement Officer (District of Columbia Government)

- ◆ Testified on behalf of the District Government in over 50 traffic adjudication hearings
- ◆ Patrolled metro quadrants to ensure public compliance with existing parking ordinance
- ◆ Generated revenue 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