

Your skills profile: paralegal

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Skill 1: Administration

Experience

For the past 5 years I've been in charge of directing incoming mail to the correct person.

Achievement

I noticed that some items of post were going missing. So I set up a tracking system so we could see which post was sent to which members of staff. This led to a 300% reduction in lost mail, and the damage to reputation in having to ask clients to re-send documents.

Skill 2: Research

Experience

I am a highly skilled online researcher and have 3 years' experience in legal research.

Achievement

I am often entrusted with research tasks that need a quick turnaround. For example, a new piece of evidence came to light the day before a court hearing and one of the lawyers gave it to me to research.

I was able to get a briefing together within two hours, highlighting the most relevant points that the lawyer could use. This extra information contributed to us winning this case.

Skill 3: Read and recall lots of complex information

Experience

I am used to reading lengthy and complex legal texts and have an excellent memory.

Achievement

Due to a sudden influx of disability discrimination cases I became very familiar with the Equality Act, which is very long. When the firm took on a case on this topic I became the first point of contact for initial views. This has enabled us to build a reputation as a leading firm for clients with cases like this.

Skill 4: Problem solving

Experience

Throughout 5 years with my current employer, I have always looked to streamline processes where possible. I am a frequent contributor to the staff suggestions programme.

Achievement

Our client database wasn't very easy to search. I did some research on using tags so we could bring up similar records in a group. This made case research much quicker, and one of the firm partners put me forward for employee of the year as a result.

Skill 5: Interpersonal skills

Experience

I am a skilled communicator who can get on with all kinds of people, from senior executives to the general public. My very calm and measured approach helps me to deal with conflict and demanding customers in particular.

Achievement

I had to get a statement from a witness who was very obstructive and dismissive of the legal profession. I used my interpersonal skills to convince him of his responsibility to present the truth. I used rapport to encourage him to see me as a human being rather than a representative of the law. This resulted in me getting the statement I needed, which had a big influence on winning a challenging case.