**Sophia L. Joseph-Woodward**

525 Tolland Street, East Hartford, CT 06108

(860) 335-1281

sophialjoseph@yahoo.com

**KEY SKILLS**

---Results-Oriented, Proactive & Motivated Professional offering strong analytical skills, prioritized and organized workload, Problem solving, strong communication and negotiation skills to effectively process documentation----

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**PROFESSIONAL EXPERIENCE**

*Cohen, Burns, Hard & Paul – West Hartford, CT*

Paralegal, 2009 to present

Analyze claims to determine extent of company's/person’s liability, investigate facts and or preparations of legal documents. Conducts research to support legal proceedings. Negotiate settlement or payment arrangements with entities in accordance with policy provisions and or Connecticut law. Collaborate with court officials to correct errors, rectify omissions and or investigate questionable issues. Maintains files for processing, expediting, and closing. Assist with opening and file closures; resolve complex claims-processing issues; participate in quality-control audits; and monitor claim status updates.

*First Student -- East Hartford, CT*

School Bus Driver, 2011 to present

Provide excellent customer service to student and patrons. Transport over specified routes to local points. Comply with local traffic regulations. Inspect bus for any maintenance problems before departure. Report delays, incidents, or accident on report.

Autumn Bus Company, East Hartford, CT

Bus Driver 2010-2011

Provide excellent customer service to student and patrons. Transport over specified routes to local points. Comply with local traffic regulations. Inspect bus for any maintenance problems before departure. Report delays, incidents, or accident on report.

*Office of Disability Adjudication* (SSA)

Conditional Case Technician, 2009 to 2010

Process claims filing for potential social security recipients. Update file, schedule hearings by phone and telecommunications. Prioritize at risk recipients. Process judge’s decisions and assist with legal documentation and verification and provide excellent customer service.

*Laid Law Bus Company--Bloomfield, CT*

Bus Driver June 2008-2009

Provide excellent customer service to student and patrons. Transport over specified routes to local points. Comply with local traffic regulations. Inspect bus for any maintenance problems before departure. Report delays, incidents, or accident on report.

*Residential Management Services--Kensington, CT*

Residential Program Instructor 2007-2008

Instruct clients with structured programs. Assist with daily living activities. Promote overall health and well-being of clients.

*Ridgeview Healthcare --Cromwell, CT*

Certified Nursing Assistant2000-2005

Assist a diverse group of clientele with activities of daily living. Transport clients to appointments, physical therapy, and recreation. Promote health and healthy habits.

*Employee Share Personnel--Avon, CT*

Certified Nursing Assistant1999-2000

Assist a diverse group of clientele with activities of daily living. Transport clients to appointments, physical therapy, and recreation. Promote health and healthy habits.

*Companions and Homemakers--Glastonbury, CT*

Companion & Homemaker 1998-2004

Assist clients with meal prep, recreation and rehabilitation. Assist with laundry, feeding, and occupational training

*ROVIC, Inc. – Manchester, CT*

Warehouse Billing Clerk 2003-2004

Understand and exceed customer expectations. Build long-term relationships. Continuously review and improve our processes, services, and products. Treat customers with honesty, courtesy, and respect. Provide customers with value through competitive, high quality, innovative, environmentally conscious products, services, and training. Exemplify the highest levels of communication, cooperation, commitment, and trust. Comply with applicable laws and regulations. Enhance team profitability.

*D&D Distribution Center- Manchester, CT*

Warehouse Shipping & Receiving Clerk 2002-2003

Answering the telephone & transferring to the appropriate party, processing purchase order to suppliers, processing work orders to truckers, getting rate quotes from trucking companies, assisting suppliers & truckers with any concerns regarding shipments and performing various administrative duties.

**Education**

2006-Southbury Training School Southbury, CT-Med Certified

1998-1999-Goodwin College EHTD, CT-CNA (NA00929164)

1982-1986-Charlotte Amalie High School ST. Thomas, USVI-Diploma

2009-2010-Laidlaw Bus Service, Inc. EHTD- 8 week CDL Training

2009- 2010-Branford Hall Career Institute Windsor, CT-Paralegal Diploma

Windows7, Microsoft Office 2010, Lois Law, Email, Internet Research, Best Case Bankruptcy, QuickBooks, Case Law Programs, Scanning, Investigative Research, Collections, Accounts Payable and Receivable, Trans Union, Efiling.