**Theresa M. St. Amand**

15 Garland Drive, Glastonbury, CT 06033

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**OBJECTIVE**

Seeking a position which will utilize my education and administrative experience, enabling me to contribute to the growth and development of the organization.

**SUMMARY OF QUALIFICATIONS**

* Strong attention to detail.
* Exceptional and professional telephone skills; confident in interactions with individuals of all levels and backgrounds.
* Possess a high sense of diligence and ability to effectively multi-task several assignments and tight deadlines.
* Exceptional organizational and prioritizing skills.
* Excellent written and verbal communication.
* Proficient with MS Word and Outlook; familiar with Excel, PowerPoint and Access.
* Qualified at adapting to challenging situations.
* Outstanding customer service skills.
* Recognized for dedication and the desire to go the extra mile.

**PROFESSIONAL EXPERIENCE**

**Connecticut State Police Union**, East Hartford, CT

**Advertisement Sales Representative**  2010 - Present

* Experienced in account and client management.
* Carry out all aspects of sales activities such as telemarketing, lead generation, business development and cold calling.
* Generate and rise client retention levels during challenging economic times.
* Built exceptional reputation and loyal client base resulting in repeat business.
* Handle face to face contacts with new and established customers.

**Secretary** 2008 - 2010

* Administrative support to the Union President, Labor Agents and Union Board of Directors. Type confidential correspondence, memos, briefs, complaints, reports and meeting minutes.
* Responsible for creating, managing and updating internal database. Create reports and mailings.
* Answer phones and greet members and visitors.
* Order office supplies and maintain office equipment.
* Maintain active grievance and case files.
* Provide informational and legal research as well as other information requested by Union staff and President.

**Mickelson, Jacobs and Bozek, LLC**, West Hartford, CT

**Legal Assistant** 2006 - 2007

* Drafted pleadings and legal documentation.
* Maintained calendar with court dates, scheduled appointments, and depositions.
* Extensive client and court communication.
* Prepared general correspondence and proofreading documents.
* Assisted in the preparation of trials.
* Reviewed client financial documentation and prepared financial affidavit.
* Maintained client files.

**Residential Title & Escrow Services, P.C.,** Wethersfield, CT

**Post Closer** 2005 - 2006

* Resolved all post-closing issues involving releases, title policy and disbursements.
* Disposed payoffs and disbursements.
* Prepared the final closing package documents for return to lender.
* Coordinated post-closing matters as recording documents, wiring funds and issuance of title insurance policies.

**Brian S. Newman, Attorney & Counselor at Law, P.C.**, Stafford Springs, CT

**Paralegal** 2005 - 2005

* Handled and maintained residential closings from start to finish, under attorney supervision.
* Organized and coordinated Personal Injury, Estate Planning and Collection legal files.
* Prepared legal documents in standardized forms and formats, under attorney supervision.
* Reviewed, organized and indexed pleadings, discoveries and other pertinent legal documents for litigation files.
* Drafted general correspondence.
* Maintained attorney calendar and court dates. Preparation and data entry of timesheets.

**CT Corporation**, Hartford, CT

**Fulfillment Specialist** 2004 – 2005

* Managed legal documents and assisted in the Service of Process.
* Performed data entry of all client correspondence and prepared transmittals.

**Robinson & Cole, LLP**, Hartford, CT

**Library Assistant** 2000 – 2004

* Provided general reference and research service for all legal staff.
* Kept library materials current through frequent filing and updating.
* Managed circulation, routing, check-in, and shelving of library resources. Processed interlibrary loans.
* Performed library related clerical tasks including data entry, keyboarding and photocopying.
* Retrieved legislative history at the State Library.
* Utilized LEXIS and Westlaw for obtaining cases, basic research and shepardizing cases.

**Administrative Services Assistant** 1999 - 2000

* Answered phones, welcomed clients, scheduled conference rooms.
* Assisted in coordinating staff and attorney functions.
* Provided additional support to Human Resources Department. Maintained time and attendance records.
* Updated and maintained Robinson & Cole firm directory.

**Productivity Point International**, Glastonbury, CT

**Administrative Assistant** 1995 - 1998

* Maintained office. Provided customer service, answered phones, welcomed students and screened for sales leads.
* Managed monthly inventory and ordering of course material and supplies for office and on site locations.
* Registered students utilizing NextSys database
* Supported Account Managers in the preparation of marketing packets and mailings.
* Maintained small accounts consisting of up to 500 employees. Provided assistance and pricing.
* Coordinated quarterly training announcements for existing accounts.

**HOBBIES/ACTIVITIES**

Volunteer for Fidelco Guide Dog Foundation, assisting with fundraising and data entry. I participate in causes which contribute in making a difference. I make and sell beaded jewelry and also chocolate party favors for all occasions.

**EDUCATION**

Manchester Community College, Manchester, CT

Associate in Science in Paralegal Studies May 2004