

Edith Rodriguez

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Objective: To become part of an organization that will allow me to apply my skills, knowledge, and the hunger to learn and succeed on its behalf, in order to grow on a professional and personal level.

Technical Skills

MS Office 2019

Cisco / Avaya Telephony Systems MS Windows proficient

Highlights of Qualifications

Writes clearly and concisely, speaks effectively, and listens attentively Highly organized

Ability to work quickly and accurately under pressure

Works extremely well with others

Bilingual: English and Spanish

Provides exceptional customer service in person and over the phone Great team player

Education Glendale Community College (Currently enrolled).

32/64 general credits towards an Associate's in general studies.

Employment History

Paralegal Law Offices of Lerner and Rowe, LLC. 03/2019-Present

- Legal Assistant to attorney.
- Handles more than 200+ clients.

- Communicates with clients every 30 days providing legal advice/solutions. • Drafts documents, and reviews records.
- Maintains files and prepares demands to send out to insurance companies.
 - Investigates the facts of a case by interviewing clients and witnesses.
 - Communicates with doctors in regards to client treatments.
- Communicates with insurance companies about the accident details of every case.

Paralegal's Assistant Law Offices of Lerner and Rowe, LLC. 2/2017-3/2019

- Set up files for every client.
 - Drafted documents.
 - Gathered information necessary for the paralegal.
- Assisted clients with documents that required a signature. • Opened claims with multiple parties.
 - Requested medical records and billing for every client.

Receptionist Law Offices of Lerner and Rowe, LLC. 6/2016-2/2017

- Handled client calls and transferred to appropriate legal assistants. • Welcomed clients and directed them appropriately.

Senior Account Manager Discover Financial Services 4/2015-Present

- Provided first level assessment and resolution of all incoming financial issues from Discover clients.
- Created and documented each call in the client's individual files for record purposes.
 - Maintained a high rating for each company metric that was utilized to rate the interactions.

In my first year, I was promoted twice.

Receptionist Law Offices of Joel W. Black 9/2013 – 2/2015

- Handled client calls and transferred them to the appropriate legal assistants.