Elvira Joubert

Austin, TX • 512-698-0964 • Reagent01@gmail.com • www.linkedin.com/in/ekjoubert

Business Development/Web Developer/.NET Developer in Training

Experience in all aspects of administrative operations, technology implementation and integration, support, customer relations, mediation, and research development. Professional drafter, developer and negotiator with long-standing, diverse experience throughout multiple industries and capacities. Strategic problem solver and research developer with practical and realistic expectations. Key skills include:

Contract Negotiations	Policies & Procedures	Data Analyses and Implementation
Front End Developer .NET Developer	International Employment	Business Process Development
Computer-Aided Design	QA Testing	Intelligence Processing
Legal Research	Software Implementation	Settlement Negotiation

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Professional Experience

SpeakWrite, Austin, TX 2017 – 2019
Business Development/Account Manager/Legal Sales
Fostered client relationships, worked closely with Sales Team to prepare webinar training, conducted on site and online training, contributed to new Mobile App design and media proposals. Handled client communications and provided client usage and billing reports on a weekly, monthly basis. Monitored revenue for multi-group accounts to project profit drops and increases. Identified new clients, potential business opportunities and acted as a Liaison for Sales Team (Legal, Law Enforcement and Protective Services). Converted multiple Pilot groups into a paid account by building relationships and trust with a client. Assisted Technology Team in identifying new market trends and assisted in developing mobile application as well the new website for the company. Provided wireframes and design mockups.

World Law Group / World Law Processing, Austin, TX (2012-2015)
Lead Litigation Negotiator
Facilitated negotiations and settlement between consumers and loan firms, as well as credit card companies. Analyzed budget and financial status of a consumer to resolve the debt. Exercised sound judgment and discretion in building a mutual relationship with a client and a plaintiff.

- Identified weak/strong points of a settlement discussion, analyzed budget, and reduced costs prior to judgment being obtained. Provided options of a settlement and advised the consumer of their rights in the event that the settlement offered by a creditor is not what the consumer could afford.
- Resolved over 900 legal cases a year and facilitated/ arranged payment plans and options by setting them up via bank.
- Supervised negotiations team and provided certain arbitration training that lead to accounts resolution and judgment reduction as well as totaling debt settlement amounts to over 3 million a year.
- Created team compensation goals, and a bonus structure, based on productivity levels which gave other employees and team members greater incentive for production.
- Managed customer relations with both Plaintiffs and consumers. Was responsible for monitoring the completion of stipulation agreements and resolve issues if the conditions are not met by consumer.

Kellogg, Brown & Root, Inc., Military Base Speicher C1, HQ Base Al-Asad, Iraq (2011-2012)
Senior Operations Coordinator
Provided on-site evaluation and scope of work assistance for life support services for Army troops. Coordinated with Senior Management and Defense Contract Management Agency in completion of

construction projects (diagrams, pivot tables) budget proposals and construction costs. Acted as a liaison (interpreter) for Iraqi civilians wounded and being treated at CASH.

Fully developed professional with ability to work with minimum direction of others; managed various projects from start to finish with cooperation of construction managers, engineers and contractors.

Coordinated with multiple departments to ensure Client's commitments are met and the project is released to US Army for use.

Provided technical help support for DCMA in GetIT software, MS Visual Studio, troubleshooting network.

Applied strong analytical skills in report delivery and execution.

- Developed and implemented Engineering classified maps and document records policies and procedures, ensured regulatory compliance with DOD procedures and security policies.
- Provided interpreter services for Iraqi (some spoke a little Russian and Turkish) for US Army Mayor Cell.

Halliburton / Kellogg, **Brown & Root**, **Inc**., Military Base Speicher C1, Tikrit, Iraq (2004-2007)
CADD Designer/Office Administrator
Assisted Engineering Department with technical blueprints support, recorded and maintained the status of each project. Issued daily construction and situation reports. Provided survey technical assistance on the field. Researched building site for hazardous material and soil. Monitored HSE reports for Architectural Engineers and Surveyors.

- Created database system for Engineering ongoing projects. Assisted Architects and Electrical Engineers with blue prints completion and providing them to Project Controls Department for further submission to Army Contracting Officer. Improved operational processes leading to increased quality and efficiency.
- Mentored new hires and assisted with combat zone adjustment. Strengthened good rapport with DOD construction and security agencies.

Central Asia Services Group / Crown Energy, Atyrau, Kazakhstan (2003-2004)
Office Manager
Provided interpreter services for Canadian and America Expatriates. Assisted with meetings and briefings with local authorities and environmental agencies. Implemented healthy work environment by introducing safety course conducted by Medical Director that led to reduced work injuries on remote oil field locations.

- Launched major medical services sales to oil companies and improved medical service negotiations.
- Assisted in negotiating and signed major contracts with Halliburton, Tengiz Chevroil (TCO)and Kazakhoil.

Education & Technical Knowledge

Bachelor of Education in English, Aktobe State University (Aktobe, Kazakhstan)
Master of Laws (LL.M.), International Law, University of Glasgow (Glasgow, United Kingdom)
1. International Law
2. International and Domestic Arbitration
3. Human Rights and Globalization
4. International Law on Foreign Investments.

Austin Coding Academy – C#.NET, JavaScript, HTML5, CSS, WP, SQL (beginner).

AutoCAD Certification: 2D prints and survey knowledge.

Languages: English – Fluent
            Russian – Fluent
            French - Beginner

Proficient in all Microsoft Office Suite applications (Word, Outlook, PowerPoint, Excel, Access), AutoCAD, Project Planning Software's, QuickBooks, knowledge of PMP, Scrum and Salesforce principles.

HTML, CSS, Bootstrap, C#, WP, SQL (beginner), ASP.NET.