



Kristoffer Kelly



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PROFESSIONAL SUMMARY

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

SKILLS

- Project Management
- Specialize in process improvement and implementation
- Detail-oriented
- Leaderships

WORK HISTORY

SUBMISSION TECH

02/2022 to 10/2023

CO2 Monitoring LLC | Las Vegas, NV

- Working with multiple states Building division and FD district regarding the standard requirements for the installation of the BULK CO2 tank & CO2 monitoring system, and how to acquire a permit.
- Communicate effectively with the Inspectors and team members regarding invoice, Approve plans & Permits, and additional documents.
- Implemented and designed submittal manual and workflow for CO2 Monitoring
- Enhanced the jurisdictions list that fits the scope of responsibilities; this, increased project productivity of submittals & finals, and allowing the company to increase project bids.
- Provided jurisdiction with payment information and requested architectural plan,
- Monitored management goals while adhering to company standards, policies, and procedures regarding accounts.
- Maintain record of approved plan and permit into organized filing cabinet and kept secure digital copy.
- Managed customer accounts via database system.
- Maintain company standards for office.

OPERATIONS MANAGER

01/2018 to 01/2022

PRA, LLC | San Diego, CA

- Maintained professional and open communication with clients and attorneys
- Communicate effectively with co-managers and corporate attorneys on highly litigated cases
- Maintain performance reports on team and assist co-manager on day-to-day operations

- Review original account level documents from creditors on accounts involved in litigation
- Train and manage India base, outsourced team by creating SOP
- Submit tickets to have legal pleadings and programming updated to current standards to fix issues with pleadings to meet court standards
- Conduct interviews to backfill position
- Generate report, submit filed and serviced initial pleading filed by Process server India based team for system recording
- Conduct manager meetings, address new issues and collaborate with co-managers for resolutions

TEAM LEADER

01/2017 to 01/2018

PRA, LLC | San Diego, CA

- E-filing and media
- Work side by side with manager on day-to-day duties, projects, procedures, and team operations
- Assist manager, attorneys, paralegals, and custodian of records with pleadings
- Communicate high level issues with managers and attorneys
- Assist with check audits, bank, sheriff, process service fees with respective pleadings, research, and resolve unallocated fees
- Assist in developing E-filing and Media department procedures
- Recommend system improvements
- Exhibit effective communication skills to ensure that flow of information is up and down chain of command
- Perform one on one meeting with managers for strategy, updates, changes, and team development
- Participate in interviews
- Participate in managerial meetings to resolve department issues
- Coach and train new employees
- Mentor team members using data and information received from variety of sources
- Delegate different responsibility to teams and give them sense of worth, teamwork, drive, and opportunity to learn new skills as each goal is met
- Communicate with courts for documents, additional information
- Record excerpt reports by process server

CERTIFICATIONS

UCSD

Unix System Administration

CISCO IT Essential A+

Window Server Maintenance and Security