

Kristoffer Kelly

Forward thinking business operations manager focused on cross-functional teams to increase productivity and client satisfaction. Retain leadership, interpersonal skills, and strategic plans set forth by management.

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EXPERIENCE

CO2 Monitoring, Las Vegas — Permit Specialist

March 2022 - October 2023

Communicate effectively with several states building division, fire district, and the Adjuring Home Jurisdiction regarding the standard procedure on how to obtain permits for minor mechanical installations such as; Bulk CO2 tank and the company patented monitoring system.

Schedule field tech to perform a draft drawings of the store layout and the objects locations such as; location of the Co2 tank, the location(s) of the room(s) where the monitoring system to be installed

Obtain a copy of the office drawings and re-recreate the floor plan using Visio Studio software.

Perform data entry such as; complete online permit application via jurisdiction website, and submitting both floor plan and permit application through online portal. Communicate effectively with building and fire officials requiring additional information. Submit and complete payments.

Prepare field tech for installation projects by; assemble a copy of the approved floor plan and sealed by the building and/or fire district. Along with Permit to be posted near the construction area. Perform follow up with field tech during installations period and project completions.

Manage company databases such as; approved floor plans and permits are obtained from the jurisdiction's portal. Maintain record keeping of approved floor plans & permits into a physical and virtual filing system.

PRA LLC, San Diego — Operations Manager

November 2017 - February 2022

Exhibit professionalism to clients, attorneys, and managers.

Conduct managerial meetings with co-managers and attorneys on daily operations, high volume projects. Address issues, assist with office shifts operations. Conduct interviews for new prospects and complete the hiring process by effectively communicating with the Human Resource department.

Conducted in depth data analysis using advanced Excel functions to identify and fix process inefficiencies in 5+ departments.

Partnered with cross-functional teams to design process improvement Coached 5+ cross-functional teams to identify and eliminate process bottlenecks, boosting overall operational efficiency.

SKILLS

Production Strategic

Project Development

Data Management

Process improvement and implementation

Contract review and recommendation

Management information systems

Workflow Planning

Organization

System Administration

EDUCATION

UCSD, San Diego —
Specialized Certificate in Unix System Administration

March 14, 2013

SDCE, San Diego — Certificate of Achievement in Web Server Maintenance & Security

October 15, 2012

PRA LLC, San Diego — *Team Lead*

March 2017 - November 2017

Assist managers in all operational tasks.

Assist with day-to-day operations focused on attainment of key business metrics, continuous improvements initiatives and ten-member team with direct reports.

Maximize productivity and management systems by establishing specific goals and managing operations.

Assist with building team development and training team members.

PRA LLC, San Diego — *Paralegal*

November 2016 - March 2017

Communicate with court officials, attorneys and debtors to gather information to supplement court hearings, proceedings and judgment.

Assist with building team development and training team members.

Maintained and organized litigation materials; processing correspondence and clerical tasks which include filing, copying and court package assembly.

Prioritize, handle, multi-task and handle high volume processes including tracking document requests and reviewing accounts for the entire legal process.

Reviewed and verified legal documents for accuracy by reviewing accounts and their underlying documentation (ex. Affidavit of Debt, Bill of Sale, Declaration and Military Affidavit)

Assisted pleading preparation for accounts placed for civil legal action. Review and audit accounts for the entire legal process to 100% accuracy.

Support and serve as trial witness.

Ensure compliance with applicable laws, regulations and company policies across all responsibilities which include completion of the FDCPA assessment.

PRA LLC, San Diego — *Summon & Complaint*

August 2016 - November 2016

Perform customer service with court clerks requesting filing and trial date, and/or using court calendar systems such as Docket and Case Calendaring.

Assembly document pleading into legal format, collate and drafting summon & complaint documents including proofreading and grammatical error and submit to attorney for Quality check and approval.

Compiling attorney approved the document and submitted it to the E-file team for online filing.

PRA LLC, San Diego — *E-file Clerk*

April 2016 - August 2016

Electronically submitted attorney signed documents involving cases and court dates to several states Electronic Filing Portals, document such as; Summons & Complaint, Pleadings, Answer & Counterclaims, Request for Production of Documents, Response, Motion to Dismiss case with/without Prejudice, Motion to Withdraw, Stipulation, Motion for Default Judgment, Satisfaction of Judgment, Judgment Renewal, Notice of Civil Return Date, Motion to Enforce Settlement, Motion to Vacate Notice of Settlement, Motion for Default Judgment on Stipulation, Pleading, Notice of Default Letter, Motion to Reopen Case, Notice of Change of Address, Notice of Hearing, Return Of Service, Writ of Garnishment, Substitution of Counsel and Notice of Settlement.

Monitor submitted documents, follow up, and communicate with court officials for results by entering data information into the client system.

PRA LLC, San Diego — *Media Clerk*

February 2014 - April 2016

Handling incoming mail and office documents by sorting & scanning, faxing & copying and using office equipment such as fax, scanning & copy machines, mail opener, and postage stamp equipment.

Ensure that scanning of documents is clean, copy associated into the filing system.