

# Jamille D. Rooks

---

706-570-5790 • JamilleRooks@outlook.com

---

## Career Objective

To obtain a challenging position in a public service environment motivated by the need to provide superior client representation, support, research, investigation, strong ethical standards, and successful case closure for all stakeholders

## Skills and Knowledge Summary

|                    |                  |                      |                          |
|--------------------|------------------|----------------------|--------------------------|
| * Management       | * Investigation  | * Research           | * Communication          |
| * Contracts        | * Correspondence | * Confidentiality    | * Project Management     |
| * Risk Assessment  | * Technology     | * Administration     | * Account Management     |
| * Law              | * Compliance     | * Logistics          | * Microsoft Office Suite |
| * Social Media     | * Negotiations   | * Legal Memos        | * Conflict Resolution    |
| * Customer Service | * Code of Ethics | * Financial Planning | * Record Keeping         |

## Professional Experience

### Interpersonal Communication

- Communicates effectively with various departments to obtain information for research, investigation, planning, correspondence, and efficient case closure
- Displays consistent professionalism both verbally and in writing
- Interviews clients to gather, disseminate, identify, and prioritize critical information
- Persuades ambivalent parties to collaborate and cooperate in a manner that encourages a timely resolution to conflicts
- Remains supportive and available to meet client needs and address concerns in a manner that appeals to the best interest of all stakeholders
- Provides prompt and courteous execution of resolutions and commits to follow-up to ensure superior change management
- Maintains confidentiality agreements and protects client rights at all times
- Works with third parties to investigate complaints and respond appropriately

### Technology

- Uses technological advancements to conduct research and prepare concise correspondence
- Utilizes social media platforms to gather data and share important information
- Proficient in various search engines, Windows/MAC operating systems, multiple web browsers, Microsoft Office Suite, business, financial, and accounting software

### Research and Investigation

- Understands legal concepts and principles including but not limited to Business Law, Property Law, Contracts, and the Judicial Review process

- Uses the proper tools and human capital to comprehend and report key case information
- Understand the importance of locating, communicating with, and citing the proper authority in order to support key findings and apply proper closure techniques
- Disseminates information in a manner that displays critical thinking skills, effective priority/goal setting, and the ability to identify and follow-up appropriately on leads
- Engages in state-wide travel in an effort to gather data, familiarize, and obtain first-hand knowledge of the community in which I serve
- Utilizes resources to assess risk and develops a plan of action to support client and company goals

### **Writing and Verbal Skills**

- Drafts professional memorandums and correspondence to clients and various other internal and external stakeholders
- Corresponds with clients and legal professionals in a manner that is concise and professional
- Prepared binding legal documents for timely and efficient case closure
- Creates reports, interprets data, states facts, and prepares contracts
- Provides daily front line interactions with clients and business leaders to establish and maintain relationships

### **Work History**

|                                   |                                |                       |                |
|-----------------------------------|--------------------------------|-----------------------|----------------|
| <b>Property Manager</b>           | Sparrow Property Management    | Columbus, GA          | 2006 - Present |
| <b>Associate Broker</b>           | Keller Williams Realty         | Columbus, GA          | 1997 – Present |
| <b>Social Services Supervisor</b> | Family Children Services       | Columbus, GA          | 2016 -2019     |
| <b>Project Assistant</b>          | Twachtman Snyder & Byrd, Inc.  | Houston, TX           | 1995 - 1997    |
| <b>Legal Assistant</b>            | Henderson & Henderson          | Richmond Hill, GA     | 1992 - 1994    |
| <b>Personnel Supervisor</b>       | U.S. Army Reserves             | Dhahran, Saudi Arabia | 1991 - 1991    |
| <b>Administrative Asst.</b>       | Council on Competitiveness     | Washington, DC        | 1989 - 1991    |
| <b>Office Manager</b>             | U.S Coast Guard Traffic Center | Houston, TX           | 1985 – 1989    |

### **Education and Training**

Troy University, May 2007, **B.S. Business Management**

State of GA, 1997, **Licensed Real Estate Broker**

**Social Service Case Management and Supervision, 2016**

Center for Advanced Legal Studies, 1989, **Certified Paralegal**

U.S. Coast Guard, 1989 Honorable Discharge, **Yeoman/Administration**

U.S. Army Reserves, 1993 Honorable Discharge, **Personnel Administration**

### **References**

Available upon Request