

# Phyllis Ann Lataille

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## Work History

- ♦ Paralegal - 2019-2023 - Bacon Wilson, P.C., 33 State Street, Springfield, MA 01103  
*Proficiencies: case management software, Microsoft 365, Microsoft Teams, document management, client contact, coordination of benefits, negotiation skills, interact and coordinate with attorneys, insurance adjusters, medical providers, health insurers, Medicaid, Medicare - online and by telephone, work on a team with litigation paralegals.*
- ♦ Sr. Claims Service Specialist - 2017-2019 - Arbella Mutual Insurance Group ▪ 1 Interstate Drive, West Springfield, MA 01089  
*Proficiencies: Claims management software, worked with team consisting of adjusters and supervisors, processing, evaluation, negotiation, settlement, and payment of material damage, no-fault medical, and bodily injury claims.*
- ♦ Paralegal - 2010-2017 - Raipher, P.C., 265 State Street, Springfield, MA 01103  
*Proficiencies: Case management and bankruptcy software, legal research, Various Real Estate software packages, corporate, bankruptcy, family law documentation and filings, electronic processing of Social Security Disability claims.*

## Other Experience

- ♦ Marketing, Event Coordination, Database & Website Management, Desktop Publishing, Retail Management

## Skills

- ♦ Programming languages and libraries: HTML, CSS, JavaScript, Bootstrap, node.js,
- ♦ Computer Proficiency: Microsoft 365, Word, Excel, Needles, Abacus, Practice Master/Tabs, ProLaw, Timeslips, Turbolaw, FredNet and BestCase Bankruptcy, real estate software and electronic filing.
- ♦ Research: Internet Search Engines, Pacer, Law Library, WestLaw, Registry of Deeds, Secretary of State Corporate Database, Assessors Databases, MA DOR, Registry of Motor Vehicles, Medicare Portal, etc.
- ♦ Electronic filing: U.S. District Court and U.S. Bankruptcy Court
- ♦ Medical: Familiarity with medical abbreviations and terminology

## Education

- ♦ University of Denver - 2024 - Full Stack Coding Bootcamp certification course
- ♦ Coursera Online - 2021-2022 - Certificates in HTML, CSS, JavaScript, and bootstrap
- ♦ Sumter Area Technical College - 1982-1983 - Math/Science concurrent with military service
- ♦ Chanute AFB Technical Training - 1980-1981 - Avionics Instrument Systems Specialist
- ♦ Business Education Institute - 1980 - Business Computer Programming Certificate

## Military Service

- ♦ United States Air Force - 1980-1984 - Avionics Instrument Systems Specialist  
Troubleshooting and repair of avionics instrument systems; use of hand and electrical tools, hydraulic and electronic test equipment