

JENNIFER K. ZUNIGA

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MOST RECENT EXPERIENCE

HPONE, LLC. Phoenix, AZ *Bilingual Customer Service Agent (Seasonal - Open Enrollment)* 09/18 to 12/18. Assisted callers with expiring Medicare insurance plans in selecting new suitable plans, using a consultative approach. Efficiently conducted needs analyses with clients to determine the most appropriate available insurance plans from the represented carrier based on price and value. Also assisted prospective clients in the application process, and ensured that all required information was accurate and compliant with applicable rules and regulations. Submitted completed applications in a timely manner. Thorough understanding and adherence to all Company, Carrier and/or CMS related policies and procedures required.

TELEREACH, INC. Mesa, AZ *Inbound Publications Services Representative* 07/18 to 09/18. Responded to customer service and retention calls for a national publication company's product lines in a pleasant, efficient manner. Resolved customer issues regarding delivery service, plan pricing options, and online edition website navigation. Utilized negotiation skills and incentivizing techniques to encourage customers retain/renew their subscription service. Provided quality customer satisfaction, while consistently meeting QA standards for call duration, script adherence, client retention rate, and customer survey results.

PERSONAL FAMILY OBLIGATION Enterprise, AL. **Volunteer In-Home Caregiver (03/17 to 6/18)*. Cared for two close family members out of state; a sibling who suffered a debilitating aneurysm with resultant vision loss, and a parent who was undergoing chemotherapy, radiation treatment, and frequent blood transfusions for end stage lymphocytic cancer. Returned to Arizona upon her eventually succumbing to the illness.*

PRIOR LEGAL & (EXECUTIVE) ADMINISTRATIVE EXPERIENCE

SNOW, CARPIO & WEEKLEY, PLC Phoenix, AZ *Bilingual Legal Assistant/Paralegal* 04/01/16 to 02/20/17. Coordinated with opposing counsel and judges' offices to schedule conferences, depositions, and hearings, and general schedule/diary management for associate attorney. Calendared deadlines for litigation, and followed up on requests for discovery materials, medical records, travel expenses, etc. Drafted/filed requests for hearings/reviews, subpoenas, and discovery motions with the Industrial Commission and Appellate Courts; prepared and compiled materials/documents for discovery and litigation. Composed correspondence and provided case status updates for clients and physicians. Assisted in handling intake process for potential clients in both English and Spanish.

EPL TAX GROUP, LLC Glendale, AZ *Administrative Assistant (Seasonal)* 11/15 to 03/28/16. Provided administrative function and support in a high volume, fast-paced setting to tax preparation consultant/financial planner. Performed all assigned tasks with precision and great attention to detail.

ALEX & SAAVEDRA, PC Phoenix, AZ *On-Call Bilingual Administrative Assistant/Receptionist* 01/12 to 11/15. Filled in as receptionist when needed. Opened files for new clients using Amicus, sent representation letters to adverse parties, and calendared statutory deadlines. Prepared and assembled demand packages and exhibits for submission to carriers. Answered and directed client calls, and transcribed dictation. Performed special project of breaking down, organizing, archiving and destruction of old case files. Translated letters, calls and conferences for Spanish-speaking clients. Posted and distributed mail in a timely manner, and ordered office supplies as needed.

PINNACLE (AMERICAN MANAGEMENT) Glendale, AZ *Leasing Consultant (Bilingual)* 06/13 to 12/14. Leased apartment homes to prospective residents. Dealt with tenants' requests and complaints of all sorts, and the calculation and collection of rent monies. Also prepared and explained complex lease contracts and supporting addenda in English and Spanish. Assisted Property Manager in any capacity required.

JENKINS LAW FIRM, PLLC Phoenix, AZ *Paralegal Intern* 01/12 to 07/12. Handled intake process of prospective clients. Tracked and recorded billable hours. Scheduled client conferences and meetings and

docketed litigation and in-house deadlines. Entry of client data into Bankruptcy program and some E-filing with various courts.

ASHURST, LLP Abu Dhabi, UAE *Legal Secretary/Office Administrator* 06/09 to 12/11. Expertly created and amended documents, efficiently managed time and organized tasks while consistently meeting deadlines. Planned and coordinated intraoffice meetings and events. Reviewed, entered and tracked all associates' billable hours for accounting and audit purposes. Selected and hired contract providers for all office services. Trained replacement staff in anticipation of completion/grand opening of new facilities.

EMIRATES SHIP INVESTMENT CO., LLC. Abu Dhabi, UAE *Executive Assistant to CEO* 04/07 to 04/09. Prepared and amended documents, managed diary and travel arrangements, and organized and oversaw events of all types. Organized and successfully executed press conference for signing ceremony for formation of innovative international joint venture project. Directly hired and supervised other staff members. Devised and implemented large organization project of crucial legal files and corporate documents to facilitate use and access. Created Excel attendance database, accurately recording and calculating pro-rated leave entitlements of all staff. Responsible for administrative aspects of visas, work permits, Powers of Attorney, etc.

TAYLOR AND ASSOCIATES, PLLC Phoenix, AZ *Sr. Workers' Compensation Legal Assistant* (Bilingual) 08/99 to 05/06. Drafted/filed requests for hearings/reviews, subpoenas, and discovery motions with the Industrial Commission and Appellate Courts; prepared and compiled materials/documents for discovery and litigation. Coordinated with opposing counsel and judges' offices to schedule conferences, depositions, and hearings. Calendared deadlines for litigation, and followed up on requests for discovery materials, medical records, travel expenses, etc. Composed correspondence and provided case status updates for clients and physicians. Initiated and executed Social Security project, determining client eligibility, and assisting in application process. Handled intake process for potential clients in both English and Spanish. Translated attorney/client conferences, and assisted clients with answering interrogatories in English and Spanish.

MARICOPA COUNTY ATTORNEY'S OFFICE Phoenix, AZ *Paralegal Intern* 02/99 to 08/99. Organized and assembled trial notebooks, and prepared/compiled materials and documents for discovery. Scheduled, and confirmed depositions and witness interviews. Summarized medical and police reports, and did case briefings for legal research.

EDUCATION

ARIZONA PARALEGAL TRAINING PROGRAM (A.B.A. approved program) Phoenix, AZ. *Post Baccalaureate Certificate in Paralegal Studies*.

UNIVERSITY OF ARIZONA. Tucson, AZ *Bachelor of Arts Degree in Spanish Linguistics*.

QUALIFICATIONS & COMPUTER SKILLS

Additional call center experience in directory assistance, software and cellular service industries. Speak Spanish with ease, with international experience. Able to carry out assignments with little to no training or guidance. Comfortable making critical decisions, handling complex assignments, and meeting deadlines. Trusted to work independently, and excel as a team member as well. Proficient in Word, MS Outlook, PowerPoint, and familiar with Amicus, Excel, Westlaw, Law Works, and TimeMatters. Type approximately 65 wpm with 10 key by sight.