

NAME

4180 Still Lane • City, ST 00000
(800) 555-1212 • email@hotmail.com

PARALEGAL

Customer Service Management • Team Leadership • Project Coordination

A highly motivated, quality-oriented legal professional with a comprehensive background in customer service and project management. Adept at setting goals, establishing priorities, managing resources, and coordinating complex technical, legal and security activities in a broad range of industries. Ability to juggle several projects simultaneously while working under pressure in fast-paced environments. Excels at interacting with broad populations including senior management, attorneys, staff and clients. Calm demeanor in the face of difficulties; leader who believes that everyone has something of value to offer. Highly versatile; quickly masters new roles, responsibilities, technologies and environments. Demonstrates outstanding problem solving and active listening skills; diffuses difficult customer situations with tact and ease.

CORE COMPETENCIES

Litigation Investigations • Oral & Written Communications • Process Improvement • Strategic Planning
Problem Solving • Project Management & Coordination • Customer Relationship Management & Retention

SELECTED ACCOMPLISHMENTS

- Maintained full accountability for concurrently managing 80 cases; prepared all cases for court within three weeks with all documentations and briefs for supervising lawyer.
 - Relied upon as the Primary Subject Matter Expert (SME) on 6 technical investigations and publication verifications, including the Bradley, the M1A1 Tank and the Paladin
 - Generated over \$15K in savings to the supply budget in the first quarter by improving supply accountability methods.
 - Proficiently developed detailed financial and budget reports, providing forecasting, trending and result analysis tools integral to determining future funding allotments.
 - Reduced a \$2 Billion product deficit and created a surplus in the immediate following six months, by rearranging production procedures; received Letter of Appreciation from the VP of Allison Royals Royce.
 - Saved the US government over \$700K by identifying one faulty prototype before mass production on the M2A2.
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KEY SKILL AREAS

Team Leadership

- Contributed dynamic leadership skills toward managing 64 employees, with strong focus on boosting performance and quality.
- Mentored, motivated and supported team members, playing an instrumental role in the development of top performing staff.

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KEY SKILL AREAS

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Legal Research, Drafting & Analysis

- Applied advanced communication skills toward effectively drafting, reviewing and finalizing complex agreements, motions, orders, affidavits, petitions and contracts.
- Prioritized, planned, coordinated and finalized agreements to ensure on-time completion while maintaining high quality standards.
- Conducted comprehensive review and analysis of case material to ensure accuracy and completion.
- Performed extensive research of various laws and statutes to effectively draft memoranda for attorneys, integral to supporting key cases.
- Proficiently handled cite checking, due diligence activities and all aspects of electronic discovery, further illustrating exceptional critical thinking and analytical skills.

Communications & Organization

- Established key relationships and liaised with outside counsel, attorneys, senior management, staff and clients.
- Managed high-volume phone communications, directed calls and relayed detailed messages.
- Developed status reports; monitored and managed broad range of concurrent projects.
- Contributed organizational skills and strong attention to detail toward coordinating all office functions; efficiently planned and coordinated meetings, calendars, travel and conference calls.
- Spearheaded the development of six training support packages of the New Iraqi Army (NIA) Maintenance Platoon and trained 353 NIA mechanics in over 732 hours of instruction in maintenance management and technical procedures.

Project Management

- Strategically coordinated and managed projects to ensure on-time, budget-compliant delivery while maintaining high quality standards.
- Applied dynamic strategic planning and project management skills toward coordinating data gathering and projection of project status for the IT organization in a large health insurance company.
- Prioritized and completed multiple simultaneous projects to maximize efficiency and achieve critical deadlines.
- Was Primary Subject Matter Expert (SME) on 6 technical investigations and publication verifications this included the Bradley, M1A1 Tank and the Paladin.

Financial Management

- Successfully reduced a product deficit in excess of \$2 billion and created a product surplus in the following six months.
- Exhibited financial skills and strong attention to detail in maintaining stock and supply budgets throughout an 8-year period.
- Generated \$15,000 in supply budget savings in the first quarter by improving supply accountability methods.

Customer Service

- Contributed dynamic information gathering, needs assessment and analytical skills toward effectively and diplomatically responding to client issues for timely resolution and enhanced satisfaction.
- Played vital role in sustaining and growing business by consistently delivering world-class service in troubleshooting and responding to client inquiries.

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PROFESSIONAL EXPERIENCE

Company, City, ST (2009)

IT PROJECT COORDINATOR

Company, City, ST (2009)

PARALEGAL / SPECIAL PROJECT COORDINATOR / FIRM ADMINISTRATOR

Company City, ST (2006-2009)

CUSTOMER SERVICE SUPERVISOR / STORE COORDINATOR

Company City, ST (2005-2006)

PRODUCTION SPECIALIST

Company City, ST (2004-2005)

ASSISTANT MANAGER

Company City, ST (2003-2004)

SENIOR MAINTENANCE TRAINER

Company City, ST (2002-2003)

TRANSPORTATION SECURITY SCREENER

Company City, ST (2001-2002)

ENGINEERING SUPPORT TECHNICIAN

Company City, ST (1999-2001)

MANUFACTURING SUPERVISOR / SPECIAL PROJECTS COORDINATOR

Additional Experience

United States Army

SENIOR MAINTENANCE MANAGER - Meritorious Service Medal, 4 Army Achievement Awards, 3 Army Commendation Medals, 5 Overseas Tours. Korean Defense Medal

EDUCATION & PROFESSIONAL TRAINING

Associate of Science - Business Administration/ Marketing Management

College, Louisville, KY

Certificate of Completion, Paralegal Studies Program

State College, City, ST; *Approved by the American Bar Association*

Certified Government Trainer - Army Instructor Training Course

Notary Public

TECHNICAL SKILLS & PROFESSIONAL AFFILIATIONS

Microsoft Office Suite (including Excel and PowerPoint); Westlaw, Lexis Nexus and Casemaker; Microsoft Publisher, and Microsoft Project; Adobe Photoshop; Lotus Notes; Peachtree Finance

The National Association of Legal Assistants; American Legion