

SUMMARY

I am a highly organized Paralegal with eleven plus years of office experience. I am seeking full-time paralegal, clerical or office administrative position. I am very reliable and an excellent communicator. I am highly skilled at managing both clients and vendors in a positive professional manner. I worked directly with a sole-practice attorney as a paralegal, legal assistant and receptionist. I work under minimal supervision and take initiative. Give me the opportunity to show you my professionalism, drive and determination and you will find me to be a hardworking, diligent and conscientious individual who willingly goes the extra mile to make a difference.

EDUCATION

Ivy Tech Community College, Indianapolis, IN
➤ Associate of Applied Science in Paralegal Studies

Graduated: 2012
GPA 3.68

Owen Valley Community High School, Spencer IN

Graduated: 1982

SKILLS

Client Focused
Good Research
Great Listening Skills
Passion for Helping People

Schedule & Coordinate Travel
Excellent Communication Skills
Follow Direction Well
Strong Team Player

Empathetic
Highly Organized
Take Initiative
Detail Oriented

SOFTWARE

Best Case
Microsoft Excel
iCal / Google Calendar
Blue Stylus, BMS & Doclink

C/M – ECF
Microsoft Power Point
Outlook / Gmail / Yahoo mail
Pacer

Odyssey / My Case
Microsoft Office
Telephone System
Adobe – Acrobat

ACHIEVEMENTS

Law office is virtually paperless

Notary – Indiana

Phi Theta Kappa

RELEVANT WORK EXPERIENCE

Law Office of Portia Douglas
Paralegal

Aug 2017 – Aug 2019

- Work directly with the attorney for the benefit of the business
- Using Microsoft Office, prepare documents and correspondence such as motions, objections notices and orders in a timely fashion
- Upon attorney approval, using ECF / Pacer software, filed prepared documents
- Prepare preliminary filings in Best Case and make amendments as appropriate
- Prepare and file Attorney's claim and claims on behalf of creditors
- Maintain the office calendar noting appointments, hearings and important deadlines
- Use Bluebook to value client vehicles
- Access property reports on the Assessor's website
- Use the Treasurer's website to gather tax information and assessed value
- Search INBiz to gather business addresses & contact information
- Upload 341 documents to numerous Trustee websites via Blue Stylus & BMS Doclink
- Review Chapter 13 payment history from BSS 13 Network

- Maintain ongoing written communication with attorneys, clients and the court, resulting in smooth business experiences using Outlook, Gmail and Yahoo software
- Manage general correspondence both incoming and outgoing via telephone, copier and fax
- Provide timely administrative support on a daily basis
- Gather information and perform on-line research as necessary using software such as My Case
- Answer the telephone in a polite, professional manner and reply to inquiries
- Maintain the electronic and paper filing systems, updating records as appropriate
- Practice the utmost discretion when dealing with sensitive case topics
- Keep the office stocked with supplies

Club Demonstration Services

Aug 2008 – Current

Sales Advisor

- Conduct professional product demonstrations for various products
- Prepare samples as required and provide interesting, informative information
- Maintain a clean safe work area
- Follow company policy and procedure
- Work to create a positive relationship between end user and the vendor
- ServSafe Certified

Mergis Group, Placement Services

Feb 2006 – Aug 2008

Administrative Assistant

- Answered incoming calls from candidates, clients and vendors
- Worked with clients to find the best candidate for open positions
- Made travel arrangements
- Prepared and submitted expense reports for the staff and myself
- Used Microsoft Office to prepare documents and correspondence
- Interviewed potential candidates and made several placements
- Worked with the Regional Manager to staff the local office
- Conducted web research and candidate background checks
- Used Microsoft Excel to track candidate placement and sales
- Created graphs in Microsoft Excel of sales analysis for the staff and the Regional Manager
- Maintained vendor relations to keep the office organized and stocked
- Submitted payroll and other vital information to the corporate office in a timely fashion

Chicago Title Insurance Company

Mar 2001 – Mar 2006

Receptionist, Commercial Associate

- Answered the switchboard for several locations throughout the city
- Greeted guests and provided a positive first impression
- Provided exceptional customer service by relaying messages, notating irregularities and communicating needs
- Maintained the office calendar
- Complied with procedures, rules and regulations
- Kept the reception area and kitchen clean & safe
- Provided administrative and clerical support with a computer, telephone, copier and fax
- Used Microsoft Suite in the preparation of letters and documents
- Used proprietary software to prepare electronic files and final title policies
- Received mail and packages, disbursing them to the correct person
- Maintained office supplies