

NAME

TITLE
000-000-0000 / EMAIL / CITY, STATE, ZIP

Profile

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Experience

Legal Assistant - Company / Location

MONTH YEAR - Present

- Organizational skills for creating appointments and delegating daily tasks
- Answering phones and speaking with clients in-person
- Patience when dealing with clients and co-workers
- Proficient computer skills — Excel, Word, e-mailing

Customer Support Specialist - Company / Location

MONTH YEAR – MONTH YEAR

- Created multiple business relationships with long-term clients
- Promoted the business using consistent communication skills and pitching innovative ideas
- Kept track of online and electronic records for new clients
- Created a relaxing and collaborative work environment with co-workers to meet long and short-term company goals
- Communicated with clients to increase the likelihood of resolving outstanding queries or concerns

Receptionist - Company / Location

MONTH YEAR – MONTH YEAR

- Answers and forwards phone calls from customers
- First point of contact for customers
- Provides guidance to customers and clients
- Obtains information from clients to forward to the correct department
- Collects and distributes mail to the right department
- Monitors and screens visitors to enhance business security

Project Experience

- Broadcasted a company's referral program, which helped boost the sign-up rates by 50%
- Filed documents with the local courthouse prior to the court case to help increase office and lawyer efficiency by over 15% while working as a legal assistant
- Worked with management staff as a receptionist to utilize new communication software in the office to help increase in-house collaboration

Education

Degree in paralegal studies - 4-year Bachelor's Degree and post-degree accreditation

MONTH YEAR

- GPA: LIST
- AWARD
- AWARD

American Bar Association paralegal studies program - SCHOOL

May 2009

- GPA: LIST
- AWARD
- AWARD

Skills

Expertise

- Communication skills with clients and co-workers
- Online research skills
- Understand the details of the specific type of law
- Organize and schedule daily tasks
- Research and interpret data to use for a trial
- People skills to take care of pre-trial interviews with clients
- Writing — Communicate online and in person clearly and succinctly
- Teamwork with co-workers and management staff
- Flexible and versatile schedule
- Business understanding and proficiency, specifically in the legal world

Licenses & Accreditations

Licenses Licenses & Accreditations

- Paralegal qualification
- National Association of Licensed Paralegals certification