

OFFICE MANAGEMENT ✦ COUNSEL SUPPORT ✦ LEGAL RESEARCH
Contract Review ✦ Networking ✦ Training/Development

A dynamic, personable, and detail-oriented Legal Paraprofessional highly regarded for expertly supporting attorneys and associates in fast-paced, high-volume environments. Twenty years of experience. Accurate and organized with superior abilities in legal research and document preparation; applying in-depth industry knowledge to craft briefs, memorandums, motions, and correspondence. Able to manage multiple projects simultaneously and completing all assignments on time. Experience in creating high performing teams that work efficiently and meet performance benchmarks. Extensive case management skills.

SELECTED HIGHLIGHTS

- Provided exceptional administrative support to attorneys and practice staff, including managing correspondence, scheduling meetings, arranging travel, and supervising office employees to ensure smooth daily operations.
- Oversaw contract review and execution processes and maintained an accurate and regularly updated database of all current and past contracts.
- Assisted counsel and staff across departments with myriad functions, fact investigations, legal research, and document submission.
- Established open communication and mutually beneficial relationships with vendors, effectively managing supplier submittals and facilitating the execution of relevant agreements.
- Regularly evaluated the performance of internal staff and external partners to identify potential issues and recommend and implement process improvements.

CORE COMPETENCIES

- | | | |
|--------------------------------|-------------------------------|-----------------------|
| ▪ Counsel Support | ▪ Office Management | ▪ Policies/Procedures |
| ▪ Relationship Management | ▪ Contract Review | ▪ Legal Research |
| ▪ Documentation/Correspondence | ▪ Networking | ▪ Database Management |
| ▪ Negotiations | ▪ Training/Event Coordination | ▪ Communication |

PROFESSIONAL EXPERIENCE

Motivated by Freedom, LLC ✦ Houston, TX ✦ 2017 – Present
President & CEO

Provides freelance senior paralegal and virtual administrative services to legal and business professionals. Experience in different areas of law, including: Probate, Litigation, Business Law, Family Law, Immigration, Employment, Bankruptcy, Personal Injury and Regulatory and Compliance.

Offers legal preparation, client management, social media management, data entry, event coordination, travel arrangements, and other tasks as assigned. Extensive experience working with court personnel, judges, legal professionals and business executives.

Sunnova Energy Corporation ✦ Houston, TX ✦ 2016 – 2019
Senior Paralegal

Assisted counsel handling corporate litigation claims while interfacing with multiple departments to ensure compliance with company policies and objectives. Promptly resolved claims by preparing formal responses to board complaints and drafted detailed correspondence to communicate plans, strategies, and solutions. Collaborated with counsel to compose and review customer contracts for proposal and verify all details prior to the implementation of company policies.

- Managed customer and case databases with accuracy and precision, investigated facts and updated files as needed.
- Closely tracked the bankruptcy, litigation, and foreclosure dockets, connected with outside counsel to pursue and closed ongoing bankruptcy and litigation.
- Participated in drafting and implementing internal policies covering foreclosure, bankruptcy, and relocation to increase efficiency and productivity and improve staff performance.
- Updated and improved the company's online library of standard templates and developed an online network of support referrals to assist clients.
- Delivered exceptional customer service and support while coordinating with customers to assemble documentation, complete questionnaires, and review case statuses.
- Promptly and meticulously prepared public access files, ensured accurate file management.
- Trained support staff and delegated projects while ensuring adherence to all project timelines and budgets.

HughesWattersAskanase, LLP/Janet S. Northrup, P.C. ✦ Houston, TX ✦ 2002 – 2016
Senior Paralegal

Assisted partners, associates, and of counsels with commercial litigation, consumer and business bankruptcy cases. Drafted detailed legal pleadings and correspondence and prepared corporate documents, including bills of sales and corporate resolutions and minutes. Performed contract administration, including reviewing and redlining contracts, and negotiated settlements with vendors on behalf of the firm. Monitored dockets and worked closely with outside counsel on open litigation, completing online research, fact investigations, and UCC searches as required. Collaborated with the Accounting Department to accurately file and process client billing, prepare expense reports, and execute asset management, including marketing and selling assets.

- Provided administrative support, including coordinating travel, preparing presentation materials, managing client databases, coordinating/maintaining attorney calendars, and general office supervision.
- Accurately input time entry of client billings, manage filing, and provide exceptional customer service while communicating with high-profile clients.
- Recruited, trained, and supervised new employees within practice group, ensuring all practice policies and procedures were strictly adhered to and that overall performance exceeded expectations.
- Planned and organized numerous events for the firm, successfully coordinating an annual bankruptcy paralegal seminar for three consecutive years.

EDUCATION

University of Houston-Downtown, Houston, TX: 2019 (expected)

Bachelor of Science (Candidate) – Psychology

ADDITIONAL CREDENTIALS

TECHNICAL SKILLS	Bankruptcy Pro/ Best Case / TCMS / TES (extensive experience) Microsoft Office (Word, Excel, PowerPoint, Outlook) / Salesforce / Microsoft SharePoint / QuickBooks / PACER/ECF / Immigration Pro / LexisNexis / iManage / Doing Time / Time Slips / Omega
CERTIFICATIONS	<ul style="list-style-type: none"> ▪ Certified Bankruptcy Assistant
HONORS & AWARDS	<ul style="list-style-type: none"> ▪ Paralegal of the Year – Houston Association of Bankruptcy Paralegals
PROJECTS	<ul style="list-style-type: none"> ▪ Co-Panelist - 20th Annual Convention, National Association of Consumer Bankruptcy Attorneys, “Bankruptcy 101: New Practitioners and Paralegals”, April 2012 ▪ Co-Panelist and Co-Author - State Bar of Texas Advanced Consumer Bankruptcy Conference, “Ethically Using Your Paralegal”, September 2011 ▪ Writer - “How Paralegals Can Better Manage Stress, Anxiety and High Caseload”, April/July issue, Paralegal Today, 2011 ▪ Speaker and Author - Institute for Paralegal Education, “Understanding Chapter 7 Asset Cases”, 2011 ▪ Speaker and Author - Institute for Paralegal Education, “Chapter 13 Toolbox: A Paralegal’s Guide to Understanding Chapter 13s”, 2010 ▪ Co-Panelist and Co-Author - National Business Institute, “Bankruptcy and Foreclosure”, 2010 ▪ Co-Panelist - Southern District of Texas Bankruptcy Bench Bar Conference, “Working with Your Trustee”, 2010
ORGANIZATIONS	<ul style="list-style-type: none"> ▪ Houston Association of Bankruptcy Paralegals – Founder, Former President ▪ ITT Paralegal Program – Advisory Board Member ▪ Houston Paralegal Association ▪ Houston Metropolitan Paralegal Association ▪ Association of Bankruptcy Judicial Assistants
INTERESTS	Helping others, singing, and experiencing new cultures.

Professional References Available upon Request

