

Chelsey Hinger

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Skills

- Excellent task prioritization, organization, and workflow management.
- Advanced proficiency in Chrome, Microsoft Word, Teams, Edge, and Outlook for efficient document creation, collaboration, communication, and web browsing.
- Extensive experience in Practice Master, a comprehensive case management software, ensuring organized and accurate case file management.
- Proficient in Foxit, Adobe Acrobat Reader, PDF Architect, and PDF Creator for seamless document viewing, editing, and creation in PDF format.
- Fluent in various virtual meeting platforms
- Proficient in HotDocs, a document automation software enhancing efficiency in generating legal documents.
- Experienced in File Explorer for efficient file organization and management.
- Typing speed of 55+ words per minute, demonstrating exceptional typing skills and proficiency with numerical keypads.
- Meticulous attention to detail, maintaining high standards of accuracy and precision in all tasks.

Experience

February 2020 - Present

Michael Sullivan & Associates (Workers' Compensation Defense Firm)

Legal Assistant

- Fully remote position held January 2022 – Present
- Efficiently managed digital task list and provided simultaneous assistance to two workers' compensation attorneys
- Demonstrated exceptional time management and task prioritization skills
- Maintained professionalism and confidentiality while handling sensitive client information
- Received commendations for accurate and thorough administrative support in a fast-paced legal environment
- Proficiently handled electronic filing of legal documents with the Workers' Compensation Appeals Board using EAMS website
- Meticulously edited and proofread various legal documents, ensuring accuracy
- Proactively handled phone calls with various entities, resolving complex problems
- Organized documents following naming protocols for efficient case handling by multiple staff members
- Prioritized tasks based on daily mail sorting for multiple attorneys
- Provided valuable assistance to legal assistants and attorneys, addressing tasks and resolving problems

- Actively participated in staff meetings, staying updated on procedures, laws, and regulations
- Calculated and requested various fees from clients, including deposition fees and reimbursements
- Entered billable time with detailed descriptions, adhering to billing guidelines
- Utilized Practice Master program to organize case information and documents
- Generated legal documents and correspondence letters using Microsoft Word's Merge Doc function
- Recorded detailed notes to ensure accurate documentation of tasks
- Scheduled and coordinated depositions, hearings, medical appointments, and meetings, managing attorneys' calendars

Intake Clerk

- Position held March 2020 - December 2021
- Successfully transitioned to a fully remote role during the Covid-19 pandemic, maintaining productivity and achieving objectives.
- Played a key role in sorting, organizing, and naming documents for all firm cases, optimizing uploading into Practice Master.
- Meticulously categorized and labeled documents, ensuring efficient retrieval during case management.
- Navigated collaborative intake team's digital task list, prioritizing and handling case documents promptly.
- Examined diverse documents to extract relevant information for accurate naming and organization.
- Utilized strong organizational skills for accurate data entry into Practice Master, facilitating comprehensive case file creation.
- Trusted by supervisor to handle high-priority, time-sensitive document batches with exceptional speed and accuracy.

November 2018 - January 2020

Anesthesia Service Medical Group (ASMG), San Diego, CA - *Office Assistant*

- Mail processing, sorting, distribution, and posting; both incoming and outgoing
- Creating billing labels for physicians
- Ordering and stocking various supplies for the office and break areas
- Assisting building maintenance coordinator/COO assistant with various tasks
- Answering phone calls and directing them to correct department, general reception duties
- Preparing conference room and boardroom for meetings
- Loading Kindle tablets with necessary documents for meetings
- Keeping accurate postage log and submitting monthly postage records
- Keeping accurate digital record of all checks received via mail
- Maintenance of the Pitney Bowes mail processor and supplies ordering
- Adhering to HIPPA regulations
- Processing records destruction requests and submitting to Corodata

- Giving anesthesia cost estimates as requested over the phone
- Paging physicians with important messages
- Processing patient's special requests made for specific anesthesiologists
- Receiving and distributing all incoming faxes via RingCentral

August 2015 - August 2018

Davidson County Clerk's Office, Nashville, TN - *Title Clerk*

- Efficiently processed customers' vehicle title and registration documents, ensuring accuracy and compliance with relevant regulations.
- Meticulously sorted through paperwork and customers' explanations to extract necessary information, streamlining processes and improving data accuracy.
- Proficiently calculated and managed payments for services rendered, maintaining financial accuracy and providing excellent customer service.
- Demonstrated exceptional skills in handling the full spectrum of public interface, delivering outstanding service and resolving inquiries in a professional and courteous manner.
- Utilized strong problem-solving abilities to identify unique solutions for uncommon challenges, ensuring customer satisfaction and efficient workflow.
- Successfully managed difficult customers with a level head, employing effective communication and conflict resolution techniques to achieve positive outcomes.
- Thrived in high-pressure environments, consistently delivering high-quality work within tight deadlines.
- Adapted to varying work demands, effectively performing repetitive transactions with precision or handling a diverse range of transactions with equal proficiency.

April 2015 - June 2015

Nashville Zoo, Nashville, TN - *Ticket Sales Clerk*

- Processing ticket purchases and providing friendly customer service to zoo visitors
- Processing rental purchases
- Giving directions or recommendations to visitors about the zoo

August 2014 - November 2014

Mobley Veterinary Clinic, Inglewood, TN - *Vet Tech Assistant*

- Maintaining appearance of the facility
- Feeding and cleaning after boarded and hospitalized animals
- Assisting veterinarians with patients and restraining animals during examinations
- Recording events about hospitalized animals
- Adhering to diet and medicinal needs of various animals
- Working under pressure in a dramatic and stressful environment

July 2012 - July 2014 (job maintained while attending high school/college)

McDonald's, Gallatin, TN - *Manager*

- Maintaining accuracy and effectiveness under fast-paced and stressful conditions
- Handling customer service issues and complaints

- Counting cash drawers, counting and maintaining cash in store safe, and accurately recording information in store computer
- Maintaining smooth and accurate shift operations and properly assigning employees to their best suited positions
- Accurately adhering to company policies and shift standards to generate acceptable amount of customer flow

References

- Available upon request

Education and Training

October 2022

California State University Long Beach: Advanced Paralegal Course

Areas of Study: Real Property Law, Constitutional Law, Business Law, Intellectual Property Law, Immigration Law, Criminal Law

Rigorous course encompassing 270 hours of comprehensive study. This educational program was specifically designed to fulfill the requirements for becoming a certified Paralegal in the State of California. Throughout the course, I delved into specific areas of law, gaining a solid understanding of legal principles, procedures, and practices. Completed while maintaining full-time employment at Michael Sullivan & Associates.

April 2022

California State University Long Beach: Paralegal Certificate Course

Comprehensive 90-hour Paralegal Certification Course, designed to provide the foundational knowledge and skills necessary to become a certified Paralegal in the State of California. This course covered a wide range of general topics essential to the field, equipping me with a solid understanding of the legal profession and its practices. Completed while maintaining full-time employment at Michael Sullivan & Associates.

January 2020

Mastering Quickbooks Desktop: Level 1, Webinar

16 hour, instructor-led course displaying the basic operations of the desktop version of Quickbooks. Completion certificate received Jan. 31, 2020.

February 2020

Mastering Quickbooks Desktop Payroll, Online

Self-paced course displaying the operations of the payroll aspects of Quickbooks Desktop. Completion certificate received Feb. 14, 2020.

August 2014 - May 2016

Volunteer State Community College, Gallatin, TN – A.S. Criminal Justice

Diverse range of coursework that encompassed various subjects, including Microsoft Office, English, and proper legal procedures for police officers and court hearings.

Hobbies/Interests

- Hiking/Nature Exploration
- Aquarist
- Horseback riding
- Reading
- Gardening
- Photography
- Video games
- Crafting and scrapbooking