

# James Madison

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## OBJECTIVE

Experienced legal assistant is seeking a paralegal position in criminal law

## PROFESSIONAL EXPERIENCE

***Legal Assistant, Mack, Fenton, Jones, LLP Law firm, Portland, OR*** XX/2XXX to Present

- Calendar, schedule and coordinate all clients, experts and fact witness depositions
- Assemble motion and deposition binders for multiple attorneys while providing front desk support
- Prepare Service of new complaint and summons on defendants for process servers
- Research registered agents for proper service of new defendants after new case filing
- Screen callers and assess nature of concern, and refer caller to appropriate personnel
- Create medical binder to be reviewed by expert doctors for medical testimony
- Prepare Service of motions and discovery pleadings in federal and state courts
- Produce PDF documents and imputing them in the office Group Wise search system
- Create and enter client and case information in firms docketing and case management program
- Draft letters to clients and defense counsel to be reviewed by associate attorneys

***Senior Customer Service Representative*** XX/2XXX to XX/2XXX

*Table top Education Resources, Denver, CO*

- Discussed options with frequently confused or frustrated clients
- Listened to customer concerns and determine solutions. provided information to assist customer in completing application and explained discrepancies
- Trained new hires to provide professional customer service
- Managed hundreds of financial documents daily with attention to file integrity and numerous details, Relayed follow up information to other departments
- Reviewed credit reports and explain denials to customers per phone with sensitivity
- Handled disgruntled callers that requested a senior employee. Provided supportive responses to validate concerns and researched origin of complaint. Trouble shot employee or customer mistakes

***Legal Assistant, Spindel & Weaver, P.C.*** XX/2XXX to XX/2XXX

- Experience in criminal, civil, family law, and personal injury claims
- Create, draft, and edit court pleadings and Maintain client files
- Perform various court house duties
- Participate in client meetings, receive and initiate client calls
- Routine contact with Judges, Judicial Assistants, Probation Officers and other officers of the court
- Coordinate attorney's schedule
- Knowledge of State of Oregon filing Procedures

## EDUCATION

**AAS, Paralegal Studies, Portland Community College, Portland, OR** 2XXX  
**BS History, Portland State University, Portland OR** 2XXX

## SKILLS

Word Processing & Spreadsheet Programs, Scanning, PDF documents, Group Wise, Calendaring and Docketing, Case Management, and Electronic Discovery