
Law Office Management

Highlights

Masters of Business Administration with 17 years' experience in human resources, management, and administration in legal, educational, and manufacturing environments. Able to coordinate activities and manpower involved in work that is highly detailed and precise. Analytical with ability to consider the factual with the practical to improve the business. Process improvement and problem solving expertise. Excellent trainer and instructor developing own training and instructional materials. Experienced in all areas of human resource generalist activities and management. Excellent computer skills.

Career Experience

Great Appliances Corporation, New Bern, NC 6/2004 to present
Intellectual Property Paralegal/Coordinator – coordinate paralegal and operational activities for Intellectual Property Department for Great Appliances Corporation. GAC manufactures home appliances including dishwashers, ovens, washing machines and dryers and is ranked #1 and #2 by leading consumer magazine.

- ▶ Prepare legal documents for new patent applications and responses to existing patent applications for the US Patent and Trademark Office
- ▶ File trademark applications and responses electronically with US Patent and Trademark Office
- ▶ Developed English manual for IPAS–German case management software–and handbook for use in training staff about processes and procedures
- ▶ Maintain IPAS so that home office is informed of US-IP patent and trademark file status
- ▶ Manage more than 200 files and associated docket
- ▶ Train new paralegals and attorneys and direct the activities of one paralegal
- ▶ Perform accounting and reporting functions and manage equipment needs

East Carolina University, Greenville, NC 9/2003 – 5/2004
Employee Relations Specialist at an "emerging national research university" with enrollment of 22,000 and approximately 4500 employees.

- ▶ Administered employment policies according to guidelines of Office of State Personnel including discipline, grievances, Family and Medical Leave, and adverse weather
- ▶ Conducted conferences with supervisors and employees for coaching, mediation, and discipline purposes
- ▶ Conducted orientation sessions to inform new employees about company policy and procedure
- ▶ Communicated with attorneys and Office of State Personnel regarding employee relations issues

Jones, Jones, and Smith, New Bern, NC 11/1982 – 9/2003
Administrative Coordinator – Coordinated human resource and general management activities for large law firm (approximately 60 attorneys and 45 paralegals) with four locations in eastern North Carolina.

Human Resources/Leadership/Team Building:

- ▶ Interviewed, hired, oriented legal support staff personnel and conducted performance evaluations
- ▶ Developed job descriptions to comply with American with Disabilities Act
- ▶ Implemented and managed the Family and Medical Leave Act
- ▶ Assisted in converting traditional leave policy to earned leave policy providing accuracy in time off and savings to the firm
- ▶ Supervised paralegals and support functions including records, mail room, and library
- ▶ Developed and conducted team building seminars and activities
- ▶ Counseled employees on job performance and provided information on educational options that would enhance job opportunities

Operations:

- ▶ Project Leader for installation of records management software which handles more than 500,000 records
- ▶ Project Leader for installation of cost recovery system that captures monthly billings in excess of \$30,000
- ▶ Purchased supplies and equipment for daily operation
- ▶ Participated in start-up of four branch locations
- ▶ Leveled staffing during periods of inclement weather

Accounting:

- ▶ Reviewed and approved supply, equipment, and maintenance bills
- ▶ Used spreadsheets for cost benefit analysis
- ▶ Collected aged accounts receivables
- ▶ Prepared annual IRS filing for specific practice area

Education

East Carolina University, Greenville, NC, Masters of Business Administration completed May 2000
Member of Beta Gamma Sigma, Phi Kappa Phi, and Sigma Iota Epsilon
North Carolina Wesleyan College, Rocky Mount, NC, Bachelor of Science in Business Administration completed August 1997
Cumulative GPA 3.95