

· latlowe@yahoo.com · 203-309-4452 · 2141 Bedford Street · New Haven, CT 06510

Self-disciplined individual with 7+ years of experience in legal administration processes and general administrative functions, to include documentation maintenance, correspondence management, and attorney assistance. Analytical specialist skilled in resolving administrative problems, identifying process improvement tools and financial controls. Collaborative communicator continually focused on building relationships with customers. Highly-adaptable to ever-changing circumstances within a demanding environment. Efficient in analyzing data and preparing reports.

### Core competencies include:

- Legal Documentation
- Records Management
- Law and Legal Codes
- Process Improvement
- Customer Service
- Inventory Control
- MS Office Suite
- Data Research and Analysis
- Marketing and Sales
- Financial Projections
- Bilingual (English, Spanish)
- Document Management Systems

### Professional Experience

#### Terrace Group LLP, New Haven, CT Corporate Legal Assistant, 11/2018 to Present

- Provide comprehensive administrative support to the lawyers in the Corporate/Tax Planning Department by preparing legal documents, drafting letters, maintaining calendars, managing files and correspondence.
- Ensure customers received high-quality service by offering them assistance and providing requested information.
- Assist the front desk by answering phones and attending to clients.
- Maintain the assigned companies by ensuring timely payments for the bills; prepare the company reviews.
- Create financial ledgers for clients to project costs.
- Help attorneys by resolving urgent administrative issues and preparing reports.
- Use Worldox and Juris software to manage data, documentation, and billing.

#### Law and Order Group, New Haven, CT Legal Assistant, 1/2017 to 11/2018

- Assisted attorneys in preparing documents for trials and court proceedings; reviewed, distributed, and associated all of the attorney's email.
- Ensured timely assistance to customers by providing necessary information and assistance.
- Communicated case progress to clients and provided them with relevant information.
- Investigated cases; researched and analyzed relevant information, and prepared reports on findings.
- Enhanced trial proceedings by organizing evidence; prepared exhibits and scheduled witnesses.
- Input information into file database and case management software.
- Drafted letters and documents; signed settlement documents with the attorney and notarized documentation.



## **Legal Strength, New Haven, CT**

### **Client Services Specialist, 2015 to 2017**

- Managed administrative functions, including maintaining schedules, administering office operations, ensuring proper inventory control, preparing reports, and entering data into the database.
- Ensured excellent customer service by providing necessary assistance to clients and resolving client issues.
- Handled significant call volume and monitored shared email systems.
- Resolved administrative issues and initiated process improvement tools to enhance office operations.
- Processed phone requests for transcript orders (expedited, rushed, certified copies or any other client requests).
- Used Reporter Base 8 to prepare reports.

## **ING, New Haven, CT**

### **Bank Teller, 2012 to 2015**

- Welcomed customers and provided friendly support by assisting with product and services information.
- Processed large commercial deposits totaling over \$200K.
- Analyzed customer preferences and offered optimal financial solutions for each customer individually.
- Assisted in preparing cash shipments to Brings; reviewed all documentation.
- Trained and supervised new bank tellers to increase sales and improve customer service scores.
- Coordinated the closing procedure; resolved administrative issues and prepared reports.
- Monitored suspicious transaction patterns; reported to the Fraud Watch Department.
- Maintained and balanced drawer at the end of the shift.

## **Tea Market, New Haven, CT**

### **Sales Associate, 2009 to 2012**

- Set up new merchandise on a bi-weekly basis; helped with marketing programs.
- Welcomes customers and provided necessary assistance to ensure a positive shopping experience.
- Reported loss prevention opportunities to the manager.
- Created and maintained a clean and organized environment by maintaining store standards.

## **Education and Training**

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### **Bachelor of Science in Criminal Justice**

CONNECTICUT COLLEGE | New London, CT | 2018

### **Associate of Arts in Criminal Justice**

CONNECTICUT COLLEGE | New London, CT | 2014

### **Notary Public Certification**

## **Other Skills**

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Decision Making · Attention to Detail · Organizational Leadership · Problem-Solving  
Short-Term/Long-Term Planning · Teamwork · Communication skills · Prioritizing · Multi-Tasking

