

Leanne Trout

Profile:

- Demonstrated ability to handle difficult situations with tact.
- Dedicated administrative assistant with 7+ years' experience in the judicial court system.
- Self-starter with strong problem solving and organizational abilities.
- Skilled in analysing a task a breaking it down into manageable pieces.
- Team player with exceptional communication and interpersonal skills.
- Knowledge of WordPerfect, Windows, Excel, and Proprietary systems.

Experience:

LEGAL EXPERIENCE

- Coordinated and set court dockets and dates, prepared juries for trial, and assisted Pro se individual.
- Created new files, Maintaining filing system, and typed judge's directive, orders, and letter.
- Collected traffic fines, managed collections registry for criminal/juvenile cases, and assisted in the collection process by turning cases over to the State collections.
- Worked closely with the department of labor in the investigation of employment status and wages garnishments; met with 20 to 30 people per day.
- Maintained the personal expense reimbursement program (COFORS).
- Set appointment for 30 probation officers.
- Performed intake and input new cases in the computer system.
- Routed mail and copied files for the district attorney's office
- Entered data for child support and domestic cases.

ADMINISTRATION MANAGEMENT

- Developed and implemented all office procedures for the recovery center.
- Accountable for the establishment and preparations of financial statements, insurance billing, monthly and daily reports.
- Reviewed all deposits, accounts receivable, and insurance payments.
- Analyzed, Negotiated, and resolved problem accounts.
- Supervised and evaluated office personnel
- Issued demand letters, negotiated payments/settlements, developed payment plans, and processed collection paperwork.
- Improved monthly accounts receivable status rating from below standard (a \$40,000 deficit) to 98% in less than a year.
- Developed systems for work flow and record keeping that significantly improved efficiency.

OTHER EXPERIENCE

- Extensive public relations and customer service background.
- Excel in dealing with difficult people and situations.
- Provided secretarial support and front desk reception services.
- Processed military personnel paperwork for transactions, issued passports, and maintain records.

WORK HISTORY:

Municipal Court Clerk (Intern), Municipal court, Colorado Springs, Jamaica, May – August 2018
Collection Investigator (Intern), 4th Judicial District Court, Colorado Springs, Jamaica, May – August 2017
Assistant Division Clerk, 4th Judicial District Court, Colorado Springs, Jamaica 1997 – 1998
Court Clerk II, 4th Judicial District Court, Colorado Springs, Jamaica 2014 – 2015
Secretary I, 4th Judicial District Court, Colorado Springs, Colorado 2013 – 2014

EDUCATION:

- *Bachelor of Law (LLB)*, University Of Technology, Jamaica (2015-2019), pending
- *Associate Degree in Humanities*, Ardenne High School Sixth Form (2013-2015)
- *CSEC Certificate (6 Distinctions)*, Ardenne High School (2008-2013)

ADDRESS:

12345 Anywhere Street, Montego Bay, St. James, Jamaica

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References

Available upon request