

Marcetinna King
Mppshelp@gmail.com
(Fort Lauderdale, Florida)

Hello,

I am writing to you regarding my services to be of assistance to your needs and the needs of your clients. I am a Certified Paralegal offering part-time virtual administrative or paralegal services. I have over 16 years of Paralegal and administrative experience and a strong desire to excel. I have a can-do attitude and will strive for accuracy, proficiency, and accountability with each job opportunity I am given. I am currently working as an independent contractor (self-employed) and have included my work experience on the following pages. Thank you for giving me this opportunity and I look forward to hearing from you soon.

CORE STRENGTHS

Client Relations
Problem Resolution
Relationship Building
Notary

Oral & Written Communications
Document Preparation
Team Building & Leadership
Notary Signing Agent

Customer Service
Negotiations
Research

PROFESSIONAL EXPERIENCE

Paralegal/Legal Assistant

- Ongoing communication with clients, insurance companies and medical professionals via phone, email and/or in person.
- Prepare pre-litigation documents such as: letters to clients, notice of representation, medical records request, medical bill request, request insurance policies, appointment letters and various correspondence letters as needed.
- Open claims with insurance companies via phone (auto, liability, and health).
- Work closely with attorneys and colleagues to ensure a successful outcome for each case by keeping files organized in CNG, completing daily to-do's in Time Matters, addressing client's needs.
- Various clerical duties as assigned by attorneys and/or office manager, such as: edit letters, prepare documents for review, prepare documents for settlement negotiation
- Manage caseload by staying organized and reviewing files weekly.
- Answer incoming calls related to assigned cases.
- Receive and respond to daily emails using Microsoft Office.

Public Adjusting Services

- Open claims with insurance companies via phone (property damage claims).
- Work closely with Public Adjusters and colleagues to ensure the client's needs are being met with the insurance company.
- Monitor each claim by keeping files organized and updated with incoming and outgoing correspondence to and from the insurance company.
- Prepare and edit letters, including but not limited to the following: responses to carrier's request for information, document request, sworn documents, supplemental request, appraisal notices.
- Prepare files for settlement negotiations, appraisal, and litigation by reviewing the file to make sure all pertinent documents are included, such as initial determination letter, payment letter
- Ongoing communication with clients, insurance companies and vendors.
- Work closely with Public Adjusters to attend to clients' insurance claims

Clerk Specialist IV

- Attended meetings and prepared meeting minutes.
- Prepared documents as assigned such as drafted letters, memos, flyers, meeting agenda, meeting minutes and invoices.
- Assisted department with answering incoming phone calls and returning calls.
- Relieved front desk staff by covering all aspects involved, including but not limited to: answering incoming calls, assisting visitors that walked in to visit the welcome center, sign-out student and/or came in for a meeting or event.
- Assisted department with non-profit food pantry, which included, but not limited to: signing in visitors, sorting and packaging food items
- Prepared table set-up with food and coffee prior to meetings.
- Called various organizations requesting donations for ongoing food pantries.

- Completed various duties as assigned.

Paralegal

- Networked with doctors, businesses and individuals in the Tri-County area to promote the firm.
- Managed large case load in litigation (personal injury, wrongful death).
- Prepared litigation documents and e-filed pleadings such as: complaints, interrogatories, request to produce, request for admissions, responses to discovery, subpoenas, hearings, depositions, mediations and pretrial orders.
- Maintain ongoing communication with clients, lawyers, experts, court personnel in person and over the phone.
- Worked closely with attorneys to prepare for upcoming court proceedings, met with clients.
- Prepared documents such as: draft general letters, request medical records, request bills, request insurance policies; prepare notices to defendant(s), defendant's insurance company(s), plaintiff(s), plaintiff(s) insurance company(s), requested health insurance liens (including Medicare, Medicaid), demand letters.
- Proofread and edited letters: typed correspondence, prepared files for filing.
- Prepared files for settlement negotiations by reviewing the file to make sure all pertinent documents were included.
- Managed attorney's calendar/events and appointments

Legal Case Manager

- Managed large case load in pre-litigation and multidistrict litigation.
- Maintained ongoing communication with the hospitals, doctor's offices, medical record companies, loan companies and clients.
- Proofread and edited letters: typed correspondences, prepared files for settlement negotiations by reviewing the file to make sure all pertinent documents were included.
- Prepared pre-litigation documents such as: draft general letters, request medical records, request bills, notice to insurance company(s), request health insurance liens (including Medicare, Medicaid).
- Work closely with attorney and administrative staff to ensure a successful outcome for each case.

Personal Injury Paralegal

- Interviewed clients in person and over the phone
- Managed 300+ case load in the pre-litigation and litigation cases (personal injury, medical malpractice, social security, wrongful death)
- Prepared and e-filed pleadings such as: complaints, interrogatories, request to produce, request for admissions, hearings, depositions, and mediations
- Prepared pre-litigation documents such as: letters, request medical records, request bills, request insurance policies, notices, and health insurance companies; prepared calendars for attorneys; attended and organized meetings
- Proofread and edited letters; typed correspondence, memorandums, dictation; prepared files for filing
- Prepared files for settlement negotiations by reviewing the file to make sure all pertinent documents were included
- Worked closely with attorneys to prepare for upcoming court proceedings

Litigation/Government Department Assistant/ Administrative Floater

- Assisted Government and Litigation departments with various job assignments (pleadings, compose letters, scheduling, time entry, summation, phone calls, file opening and data entry) as assigned
- Assisted Litigation & Personal Injury paralegals with conflicts checks, research, opening files for new clients and other clerical duties as assigned
- Prepared legal pleadings: complaints, discovery request/responses, hearings
- Received the overflow of incoming client calls in various departments.

- Assisted Human Resources, Marketing and Conflicts department as required

EDUCATION

National Notary Association (Notary Signing Agent)

Florida International University/Legal Studies [Miami, Florida] Paralegal Studies: Paralegal Certification 2009

Ely High School [Pompano Beach, Florida] High School Diploma 1995

ADDITIONAL SKILLS

- Microsoft Office Suite
- Time Matters
- Aderant
- CNG (document management program)
- Lexis Nexis
- Westlaw
- Skype
- Zoom
- Salesforce
- Typing 50 + WPM