

Cindy M. Wright

Email: cindyp74@verizon.net

Objectives: Obtain an entry-level paralegal position, with opportunity for growth based upon performance. Utilize the skills and abilities I have developed through education and previous work experience.

Skills: Computer skills include experience in general word processing, Microsoft Word, Excel, PowerPoint, and Outlook, in addition; strong typing and ten-key skills. I am internet savvy; with the ability to perform on-line research. Also possess knowledge of Westlaw and Lexis-Nexis.

Experience:

Customer Support Supervisor, Bic Graphic USA, Clearwater, FL 10/2001-9/2008 2/1997-1/2000

- Responsible for supervising 35 Order Entry and CS/Adjustment Representatives.
- Conducted interviewing, training and coaching. Writing and delivering performance reviews on a semi-annual basis.
- Managed workflow to ensure that orders and calls were being handled to meet departmental benchmarks and customer expectations.
- Managed payroll and overtime on a weekly basis.
- Handled escalated calls from CS/Adjustment Reps.
- Supported our sales force including Regional Sales Managers.
- Represented my department on several company-wide task forces to evaluate the impact to our customer.
- Served as a member of an integration team during a company acquisition. Traveled to Kansas to evaluate the operation and establish a plan to ensure a seamless transition. Provided direction within the customer support area and assisted in setting up new processes and procedures.
- 2/97-1/2000 worked as a CS/Order Entry rep performing data entry and answering incoming customer calls.

Assets Protection Team Leader, Target Corporation, Lake Mary, FL 2/2000-5/2001

- Hiring, training, supervising Assets Protection Team.
- Budgeting of payroll hours, overtime and supplies.
- Foster awareness of stock shortage/shrink programs.
- Apprehension of shoplifters and investigate incidents of employee theft.
- Perform internal inventory audits, conduct safety programs and training.
- Perform new hire orientations in partnership with Human Resources Team Leader.

Clerk Typist/CBE Student, Pinellas County Courthouse, Civil Court Records Department, Clearwater, FL 5/1992-5/1993

- Typing reports, filing, putting pleadings in order for docketing, taking files to judge's offices, opening mail and distributing accordingly. Other miscellaneous tasks as assigned.

Education:

University of Miami, Tampa, FL Paralegal Studies Certificate 2/13/2009

Training in terminology, ethics, legal writing & research, interviewing, investigation, analysis, citation form, pleading and discovery preparation, file maintenance, deposition digesting, and substantive training in Florida Procedures, Contract Law, and Personal Injury and Tort Law. Training in electronic research using Westlaw and Lexis-Nexis.

University of South Florida, Tampa, FL Bachelor of Arts in Criminology 12/10/1999

Internship performed at Juvenile Assessment Center, Tampa, FL 8/1999-12/1999

Countryside High School, Clearwater, FL High School Diploma 6/1993

Participated in the Cooperative Business Education Program. Worked for the Pinellas County Courthouse Civil Court Records Department during my senior year of high school.