

Rachel Taylor

Legal Administrative Assistant

r.taylor@email.com
(123) 456-7890
Atlanta, GA
[LinkedIn](#)

WORK EXPERIENCE

Legal Administrative Assistant

Alston & Bird

Atlanta, GA | 2018 - current

- Organized legal documents by leveraging iManage Work, resulting in a 16% reduction in document retrieval time for all cases.
- Supported senior attorney team with case management and client communication via Clio, *maintaining accurate client records and reducing instances of incorrect data in legal drafts by 36%*.
- Used TimeSolv's reporting feature to analyze attorney and client performance metrics, allowing higher-ups to make data-driven decisions for more profits.
- Trained 4 new legal support staff on e-discovery tools like RelativityOne and office procedures, ensuring a smooth onboarding process.

Legal Receptionist

Ogletree Deakins

Atlanta, GA | 2015 - 2018

- Managed front desk duty and answered an average of 64+ calls per day, directing them to the appropriate attorney or department with 97% satisfaction scores upon the first call.
- Searched for relevant information for consumer court cases with LexisNexis, making the preparation of such cases 41% more efficient.
- Scheduled daily appointments for attorneys and clients using Calendly, *reducing meeting conflicts by 32%*.
- Handled basic financial transactions at Ogletree Deakins such as invoice generation and consultation charges using Quickbooks with a 96.3% accuracy rate throughout tenure.

Data Entry Clerk

Primerica

Duluth, GA | 2012 - 2015

- Researched for legal acts regarding insurance and retrieved data using LexisNexis, *decreasing litigation processing time for settling claims by 33%*.
- Designed visually engaging presentations using Canva that explained the latest insurance benefits, increasing stakeholders' engagement during meetings by 14%.
- Assisted in the implementation of automation tools to streamline data entry of customers, saving 7.2 hours of labor work each week.
- Transcribed 129+ audio files with Trint, improving data accuracy on transcriptions by 11%.

SKILLS

- iManage Work
- Clio
- TimeSolv
- LexisNexis
- Microsoft Outlook
- QuickBooks
- Trint
- Calendly
- RelativityOne
- Canva

EDUCATION

Associate of Science
Paralegal Studies

South University

2008 - 2012

Savannah, GA