

RILEY BURTON

Legal Assistant

✉ rburton76@gmail.com

☎ (123) 456-7890

📍 Miami, FL

🌐 LinkedIn

CAREER OBJECTIVE

Ambitious legal assistant with 7+ years of experience. My organizational skills combined with my aptitude for collaborative work allow me to meaningfully contribute to growing Harrison and Associates reputation for providing clients with positive legal experiences.

EDUCATION

High school diploma

Miami Edison High School

📅 2005 - 2009

📍 Miami, FL

SKILLS

Scheduling

Microsoft Excel

Problem Solving

Written Communication

Organization

WORK EXPERIENCE

Legal Assistant

Rogut McCarthy LLC

📅 2017 - current 📍 Miami, FL

- Strengthened firm's reputation among clients by communicating in 3+ languages fluently
- Initiated the use of ProLaw scheduling software to streamline appointment-setting, eliminating 95% of scheduling errors
- Outperformed document drafting expectations, receiving partner endorsements for 90% of writing without revisions
- Collaborated with 5+ attorneys and paralegals on cases, providing research and client briefing drafts
- Developed online portals for billing disputes, reducing 30% of workload for the billing attorney
- Communicated with clients from proceedings to closing arguments, receiving 4.9 stars on client satisfaction reviews

Legal Assistant

Sander Budanitsky LLC

📅 2013 - 2017 📍 Miami, FL

- Developed an organization system for a 50+ employee firm, streamlining communications and filing systems
- Spearheaded community awareness campaign, crafting a Google listing, providing free resources, and creating referral channels that boosted client flow by 40%
- Handled client communication for 8+ clients at any given time
- Composed 10+ types of legal documents, including motions, briefs, contracts, and addendums
- Drafted described invoices, resulting in increased client understanding and reducing disputes by 50%

Customer Service Specialist

Walgreens Pharmacy

📅 2011 - 2013 📍 Miami, FL

- Promoted Walgreens Loyalty Rewards Program, increasing sign-up rate by 30%
- Optimized customer checkout experience, providing useful, seasonal product displays that inflated average purchase prices by \$5
- Handled 50+ customer inquiries per day, providing product information and detailed knowledge of store layout
- Exceeded sales volume targets by 25% by maintaining a welcoming, positive, and helpful demeanor with customers