

# JANE DOE

XXX-XXX-XXXX

janedoe@gmail.com

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## OBJECTIVE

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Highly resourceful and organized individual offering a fresh approach to conflict resolution and law. Seeking a position relating to conflict management in order to gain industry experience.

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## EDUCATION

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<b>Master of Science in Negotiation and Conflict Management</b>	June 2023
University of Baltimore	Baltimore, MD
<b>Certificate in Crime Scene Investigation</b>	December 2019
University of Baltimore	Baltimore, MD
<b>Bachelor of Science in Criminal Justice</b>	December 2019
University of Baltimore	Baltimore, MD
<b>Associate of Arts in General Studies</b>	June 2017
Community College of Baltimore County	Catonsville, MD
<b>Mediation Training Certificate</b>	May 2022
University of Baltimore	Baltimore, MD
<b>CITI Program Certificate, Human Subject Research</b>	December 2023
University of Baltimore	Baltimore, MD
<u>Relevant Coursework:</u> Approach to Managing Conflict and Trauma-Informed Organizations	

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## PROFESSIONAL SKILLS

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- Proficiency with case management systems and document management databases.
- Excellent drafting and writing skills.
- Critical thinking and problem-solving.

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## WORK EXPERIENCE

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The Law Office of Steven H. Heisler	Baltimore, MD
<b>Paralegal</b>	April 2023 - Present
<ul style="list-style-type: none"><li>• Manage new files and assist senior paralegal in settlement negotiations.</li><li>• Submit documentation to Medicare and Medicaid recipients for lien notice.</li><li>• Create claims for Liability, PIP, and UIM/UM, for client's personal injury accidents.</li></ul>	

Saiontz & Kirk, P.A.

Baltimore, MD

**Case Manager**

October 2021 - April 2023

- Assisted attorney in gathering client information to settle personal injury claims.
- Contacted insurance adjusters to confirm all PIP, medical bills, and settlement disbursement.
- Applied conflict resolution training to assist frustrated clients and keep them updated throughout their cases.

Friedberg PC

Owings Mills, MD

**Paralegal**

April 2021 - October 2021

- Assisted lawyers in preparing and organizing various legal documents for upcoming trials.
- Drafted legal documents, correspondence, discoveries, and pleadings.
- Served as a liaison between trial teams, third parties, clients, and courtroom personnel.

Mid Atlantic Settlement Services

Hunt Valley, MD

**Settlement Coordinator**

November 2020 - February 2021

- Generated documented files that contained accurate and up-to-date client information.
- Worked directly with lenders, brokers, and agents to gather property tax data.
- Handled settlement discrepancies with customers.

The Law Office of Raymond Griffith (Robert Half Temp Agency)

Baltimore, MD

**Legal Assistant**

August 2020 - November 2020

- Performed research for relevant cases to present to lawyers for review.
- Requested medical records and insurance information to assist with cases as needed.
- Created files for personal injury, criminal claims, and immigration cases.

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**ADDITIONAL EXPERIENCE**

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Baltimore Community Mediation Center, Volunteer

September 2018 - Present

Baltimore Safe Streets, Intern

August 2018 - December 2018

Maryland Commission of Civil Rights, Civil Rights Officer Intern

January 2023 – May 2023