



KRISTINE SMITH

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PROFESSIONAL SUMMARY

- Certified Paralegal with seven years of experience with law firms practicing divorce, family law, and probate cases. Works with attorneys to prepare cases and file pleadings. Conducts fact-finding and provides case file documentation.
- Quick learner with good computer abilities.
- Effortlessly coordinates case documentation and conduct meetings. Accurately manages complex timelines, exhibits and files for over 200 cases each year.

SKILLS

- 80 WPM
- Trial Preparation Assistance
- Correspondence and Legal Forms Drafting
- Microsoft Office & Excel
- Effective Multitasking
- Case Management
- Work Prioritization
- Deadline Monitoring
- Notary Public
- Information Confidentiality
- Calendar Management
- E-Filing
- Customer Service
- Filing System Organization
- Client Support
- Legal and Court Processes

EXPERIENCE

Senior Paralegal, New Beginnings Family Law, P.C., Jul 2015 - Jun 2022, Huntsville, AL

- Set up and maintained integrity of file management systems with appropriate classifications, arrangements and storage formats.
- Assisted with research and resolution of legal complaints.
- Communicated with clients and witnesses to schedule meetings, interviews and depositions.
- Assisted attorneys in handling pleadings, motions and discovery.
- Worked effectively and efficiently on multiple projects in busy work environment.
- Gathered information and data for use by attorneys in preparing for cases and hearings.
- Organized the supporting materials and prepared exhibits for trial cases.
- Provided solutions, recommendations and replacements with empathy and positive feedback.
- Took ownership of member issues to obtain five-star ratings and referrals.

- Scheduled client meetings and prepared meeting documents..

Retention Specialist, DirecTV, Apr 2007 - Jun 2015, Huntsville, AL

- Built strong knowledge of product line to assist customers in selecting products.
- Handled escalated callers constructively to provide positive outcomes for members.
- Returned customer calls and responded to inquiries and complaints.
- Navigated multiple systems to identify source of issue.
- Answered incoming calls and assisted customers with questions.
- Communicated with clients over phone, email and chat platforms.
- Answered inbound calls to greet and assist customers with various needs and questions.
- Met productivity and quality goals to achieve KPIs and deliver excellent customer experiences.
- Addressed customer concerns and complaints and resolved issues promptly.

EDUCATION

Associate of Applied Science, Paralegal Studies
John C. Calhoun Community College - Huntsville, AL

May 2015