

## Contact

- 256.710.0653
- acissom85@gmail.com
- www.linkedin.com/AliCissom
- 115 Timberwind Dr  
New Market, AL 35761

# Allison Simbeck-Cissom

Paralegal

## Education

Currently Enrolled

### Associates of Applied Science / Paralegal Studies

Calhoun Community College

2004 - 2006

### Associates of Applied Science / Photography Film Communications

Calhoun Community College

## Skills

Soft Skills	<div style="width: 100%;"></div>
Training	<div style="width: 95%;"></div>
Legal Assistant	<div style="width: 90%;"></div>
Scheduling	<div style="width: 95%;"></div>
Detail Oriented	<div style="width: 90%;"></div>
Proofreading	<div style="width: 95%;"></div>
Wordsmith	<div style="width: 95%;"></div>

## Technical Skills

- Computer Literate: PC, Mac, Remote OS
- Power BI
- SoftPro
- Nitro PDF
- Microsoft Office Suite
- Adobe Captivate and Connect

## My Profile

My goal is to leave every room, virtual or otherwise, better than it was when I arrived. I am a woman of purpose and thrive when given a mission. My passion is helping and being of service to others. These traits keeps me driven to keep learning and evolving as a professional.

## Work Experience

### Customer Liaison / Legal Assistant

05-2022 - 01-2023

Foundation Title and Escrow / Paulus Law - Huntsville, AL

These Roles as Customer Liaison and Legal Assistant, strengthened my skills to organize masterfully, multi task efficiently, empathize with clients effortlessly, and poetically draft documents.

As a customer liaison, my duties expanded to include a cradle-to-grave approach for the client. I was responsible for it all, from initial contact, to creation of the digital/physical files, communication with vendor, and working with clients throughout the complete title process. As a legal assistant, my responsibilities included the needs of my attorney, including; running to the probate office, drafting engagement letters, preparing estate packages, drafting forms and orders needed for probate, client communications, proof reading, and maintaining the digital workload.

### Senior Trainer/ Manager

02-2020 - 03-2022

Concentrix - Remote

These Roles as Senior Trainer and Manager strengthened my skills to break down procedures, lead by example, coach/mentor effectively, and to learn/teach on the fly.

As a Senior Trainer, I was responsible for a group of New Hires (20-30 per class) in my virtual classroom every 3 weeks. I walked them through remotely setting up their equipment, 3 weeks of remote learning, first customer calls, and eventually passing the client efficiency exam. As their manager, I was also responsible for their payroll, mentoring, and corrective actions.

### Substitute Teacher

08-2019 - 03-2020

Madison County School Systems - Madison County, AL

This Role as Substitute Teacher strengthened my skills to harness chaos, adapt on a dime, and empathize with all ages.

I went to different schools daily and took care of/taught 22-32 kids at a time. Essential duties of this job were; to communicate clearly with students/parents/teachers/admins, to implement instructions that were left to follow, and to remain calm and in control in the face of chaos.

### Realtor, Office Administrator, Trainer, CRM Manager

01-2016 - 08-2019

First Choice Real Estate Group - Huntsville, AL

These roles as a Realtor, Office Admin, and CRM Manager made me incredibly well rounded as an employee. My office admin role strengthened my skills to organize and run an office. The CRM Manager role strengthened my skills in technical multi tasking.

As a realtor I assisted clients with their home buying/selling journeys. As an office admin I maintained the agents' paperwork and the company calendar. I was also responsible for organizing office events and training the agents weekly. I also acted as my brokers assistant and ISA (Inside Sales Associate). As a CRM Manager I set up and maintained the companies systems in order to increase the agents' and company's ROI.

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## Technical Skills

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SoftPro  
Nitro PDF  
Microsoft Office Suite  
Adobe Captivate and Connect

## Work Experience - Continued...

### Realtor

10-2014 - 01-2016

Leading Edge Real Estate Group - Huntsville, AL

This role as a Realtor strengthened my people skills to an art.

As a realtor I assisted clients with their home buying/selling journeys. This is often the most stressful purchase a person makes, it was part of my speciality to make it easy.

### GCO Online Coordinator

10-2010 - 10-2014

Verizon Wireless Call Center - Huntsville, AL

This role as a GCO Call Center Coordinator strengthened my skills to control a conversation seamlessly, de escalate a customer with ease, and efficiently trouble shoot remotely.

I worked in the government and business department and assisted clients with their contractual, billing, payment, and technical needs.

### Bank Teller

08-2009 - 10-2010

Wachovia as Wells Fargo Company - Huntsville, AL

This role as a Bank Teller strengthened my skills to work with customers that were stressed or hurried and empathize with their situations.

I worked as a bank teller and assisted clients with their daily banking needs. I was also the Vault Manager who dealt with the cut off coordination for the tellers and the deposit picks ups with the couriers.

### Advertising Agent

05-2009 - 08-2009

CTS Protective Services - Huntsville, AL

This role as an Outside Sales Person strengthened confidence and my face to face customer skills.

I went door to door daily and sold ADT security systems. This was done by talking my way persuasively into homes and selling top tier products to customers.

### Assistant Manager and Photographer

05-2007 - 05-2009

Portrait Innovations - Huntsville, AL

These roles as Photographer and Assistant manager strengthened my organizational skills, managerial skills, and sales skills.

I was responsible for daily managerial tasks such as ; scheduling, inventory, shooting sessions, and selling products.