

# OLIVIA SMITH

## Legal Receptionist

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### PROFESSIONAL SUMMARY

Dynamic legal receptionist with a decade of experience in client relations and document management. Expert in utilizing legal software and maintaining confidentiality, while efficiently handling high volumes of calls and inquiries. Committed to providing exceptional administrative support and enhancing office operations to ensure seamless legal processes.

### WORK EXPERIENCE

**Legal Receptionist** Jan / 2019-Ongoing  
Quantum Solutions LLC Phoenix, AZ

- 1. Managed high-volume telephone communications, screening and directing calls to appropriate legal staff.
- 2. Prepared and organized legal documents, ensuring compliance with court requirements.
- 3. Facilitated client interactions, providing exceptional customer service and addressing inquiries promptly.
- 4. Coordinated billing processes and maintained accurate financial records for client accounts.
- 5. Maintained confidentiality while handling sensitive legal information and documentation.
- 6. Scheduled and confirmed appointments for attorneys, optimizing daily office operations.
- 7. Assisted in the preparation of trial materials and case files for hearings and court appearances.

**Legal Receptionist** Jan / 2015-Jan / 2019  
Lakeside Apparel Co Chicago, IL

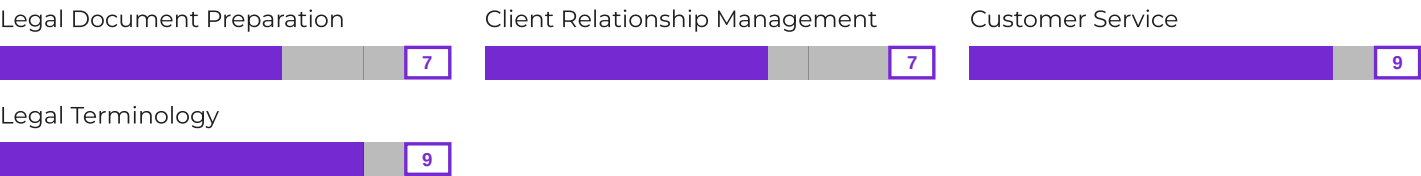
- 1. Directed and managed over 1000 weekly phone calls from legal professionals and clients, ensuring effective communication.
- 2. Developed and maintained an electronic filing system, enhancing file accessibility and reducing paper use.
- 3. Oversaw the intake and processing of family law cases, coordinating with attorneys and clients for case management.
- 4. Conducted legal research to support attorneys in case preparation and documentation.
- 5. Assisted legal assistants in document preparation and case organization, streamlining workflow.
- 6. Handled sensitive genetic testing documentation, ensuring compliance with legal standards.
- 7. Trained new staff on office procedures and legal software applications to promote efficiency.

### EDUCATION

**Associate of Applied Science in Legal Studies** Jan / 2012-Jan / 2015  
Springfield Community College Phoenix, AZ

Studied legal terminology, office procedures, and client communication.

### SKILLS



### ACHIEVEMENTS

- ★ Streamlined client intake process, reducing wait times by 30%.