

# JILLIAN DUNCAN

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## TOOLS FOR TRANSITION SAMPLE RESUME

### EXECUTIVE ASSISTANT ◊ OFFICE MANAGER

|                     |                      |                     |
|---------------------|----------------------|---------------------|
| Attorney Scheduling | Court Calendaring    | Project Management  |
| Accounting          | Document Control     | Proofreading        |
| Client Intake       | Electronic Files     | Report Generation   |
| Client Relations    | Personal Assistant   | Travel Arrangements |
| Conflict Resolution | Process Improvements | Vendor Relations    |
| Cost Controls       | Procurement          | VoIP Systems        |

*"I have big ideas; lots of people have big ideas. But execution is what matters and I can make things happen."*

### PROFESSIONAL EXPERIENCE

Confidential Elder Law, Chicago, IL      Elder law and estate planning      2011 – 2016

#### **Executive Assistant / Office Manager**

Supported principal attorney, one associate attorney, one of-counsel attorney, two paralegals and an accounts manager. Served as liaison with clients to ensure clear and timely communication.

Mitigated regulatory risks by ensuring compliance on local court rules such as filing fees, acceptance of filings, and times of hearings. Aided teams during court activities, including managing court case filings, process servicing, and monitoring court deadlines.

- Converted all in-office closed files to electronic files. Researched possible vendors, evaluated proposals, and selected one that would work within budget. New file administration processes were in compliance with and tracked to the county's new electronic filing processes.

Smith & Smith, LLP, Chicago, IL      Elder law and estate planning      2006 – 2011

#### **Executive Assistant / Office Manager**

Supported two partners, one associate attorney, two paralegals, and an accounts manager. Handled client inquiries, intake processing, setting up all cases in database, and performed basic bookkeeping.

Updated law books and hard copy research texts while executing documents for proofreading and processing, court filings and servicing, calendaring and mail processing.

- Transitioned practice to a new VoIP system.
- Participated in events such as Alzheimer's Association Walk, Senior Adult Legal Assistance golf tournament, and other community events to maximize outreach, awareness, visibility and exposure.

Confidential University, Department of Philosophy      2005 – 2006

**Office Assistant**, part-time

**Education:** Bachelor of Arts in Political Science, Confidential University

#### **Software**

QuickBooks, Time Matters (legal practice software including billing and case management)  
HUD Fonality (VoIP software), LexisNexis (legal research and automated forms), Microsoft Word

**Language:** Conversational Spanish