

Elizabeth Arroyo
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OBJECTIVE

Experienced legal secretary with 8 years seeking to bring legal and clerical knowledge to work at a firm/organization as well as presenting future challenges. I am looking for a position to grow and learn.

EXPERIENCE

Case Cash Funding LLC 2015- 2018 New York, NY
Senior Client Sales Representative

- Assisting with answering heavy volume phone liens
- Monitor and respond quickly and effectively to requests
- Create intake for any new submissions when applicable
- Inform client when appropriate when cases are approved and/or denied based on sales team and management structure
- Pre-underwrites all cases before submission to underwriter following all business rules
- Submitting files into underwriting via operational system
- Due diligence on all cases within the business requirements
- Maintained electronic files on all funded clients
- Verifying checks via phone with banks/check cashing
- Verifying and adhering to contract approval check points
- Audits all cases for submission, contract, lien and file compliance
- Acts as a liaison between management and underwriting
- Request payoffs from competitors when needed
- Ability to work in a team with legal professional, management and with peers

Charles E. Finelli & Assoc 2012-2016 Bronx, NY
Legal Secretary

- Answer all incoming calls and client inquires
- Responsible for incoming and outgoing mail
- Reported all claims to insurance companies and sent out letters of representation
- Responsible for providing physicians and facility with all insurance information for billing purposes
- Data entry- entered all cases into software system (lexpi)
- Drafted legal documents; Summons and Complaint, Bill of Particulars, Notice of Claims, etc.
- Responsible for all discoveries and all stipulations/orders
- Prepared closing statements and kept track of all liens and disbursements on cases
- Scheduled and maintained attorney calendars

The Goodman Law Firm 2009-2012 Bronx, NY

Legal Secretary

- Answered all incoming calls and client inquiries
- Drafted contracts for sellers and ensured that they were reviewed by client and attorneys
- Obtained contracts from sellers attorneys for our buyers, submitted to attorneys for review and negotiations
- On a weekly basis responsible for updating clients, brokers and opposing counsel on the status of files
- Responsible for sending executed contracts of sale to all parties
- Set up files and for all real estate transactions, wills, estates and deed transfers, this includes obtaining documentation from clients
- Assisted in the shortsale process and submitting to bank
- Received and distributed all incoming mail and sent out all outgoing mail
- Managed supply ordering for entire office
- Scheduled and maintained attorneys calendar
- Ordered titles, surveys and other documents to proceed with files
- Assisted in scheduling closings between all parties

Travel Auto Bag Co, INC

2004 – 2008 New York NY

Senior Customer Service Representative

- Responsible for receiving all incoming phone calls and filtering to appropriate personnel
- Responsible for ensuring merchandise well stocked, conducted weekly inventory and with approval purchased items when needed
- Ensured weekly and monthly accounts were billed accordingly
- Assisted companies with opening credit accounts
- Assisted customers via telephone, email, fax in purchasing merchandise as well as ordering and making sure items ship in a timely manner
- Acted as collections department with delinquent accounts

EDUCATION

General Equivalency Diploma

New York Paralegal School- Advanced Litigation Certification 2019

New York, NY

SUMMARY OF SKILLS

- Licensed New York State Notary Public
- Hard working, reliable individual. Punctual and dependable.
- Computer Literate, Microsoft, Excel, Lexpi, TimeMatters, Saga
- Excellent oral communication and listening skills
- Excellent organization, analytical and interpersonal skills.
- Ability to work independently and as part of a team
- Fluent in Spanish

REFERENCES

- Furnished upon request