



MICHEL VILLALOBOS

New York, NY

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(347)-847-1559

Experienced Pre-Litigation Case Manager skilled in Personal Injury law, with legal administrative assistance from initial client intake to demand preparations. Dedicated and motivated Criminal Justice professional with exceptional organizational and customer service skills. Strong team player, able to work independently and as direct assistant to attorneys in the organization and preparation of cases. Awarded highest honors within academic settings. Consistently engaged in work in a diligent and meticulous manner

Authorized to work in the US for any employer

WORK EXPERIENCE

Case Manager

Law Offices of Michael S. Lamonsoff - New York, NY

January 2020 to July 2020

- Conduct over in person and phone intakes/screenings with clients
- Collected and managing documents related to automobile personal injury claims
- Verify insurance coverage and liability issues, and maintain contact with insurance company.
- Managed client's medical care keeping constant communication with client's and medical providers.
- Scheduled medical appointments for client
- Continuously monitoring case status and review medical records
- Communicating with clients regarding the status of their claims

Sales Associate

Uniqlo - New York, NY

January 2018 to January 2020

Greeting customers on the sales floor

- Assist customer with trying items, finding appropriate sizes, and completing purchase
- Assist customers with products and show samples of the product

Paralegal Internship

The Community, LLC - Bronx, NY

September 2019 to December 2019

Supported the organization's immediate goals by conducting research on various legal topics and case law.

- Conducted over the phone/in-person client intakes/screenings in effort to alleviate responsibility from the.

- Made phone calls daily to clients, booked and logged appointments on attorney's calendar, and confirmed scheduled meetings.
- Assisted clients with filing out legal forms in an effort to improve customer service satisfaction and referrals.
- Drafted correspondence/status letters to clients which helped improve the efficiency of business operation.
- Translate/interpret legal documents to clients and attorneys which was useful for achieving client-employer goals.
- Trained in: Personal Injury, Immigration, HIPAA forms

Team Member

Pinkberry - New York, NY
July 2016 to December 2017

Assisted guests with making menu choices in an informative and helpful fashion

- Maintained knowledge of current menu items, garnished, ingredients and preparation methods
- Delivered exceptional service by greeting and serving customers in a timely manner
- Answered questions about menu selections and make recommendations when requested
- Educated customers on product and service offerings
- Offered exceptional customer service to differentiate and promote company brand

Cashier

Dollar Tree - Bronx, NY
May 2016 to June 2016

Assisted customers by providing information and resolving their complaints

- Established or identified prices of goods, services or admission, and tabulate bills using calculators, cash registers, or optical price scanners
- Computed and record totals of transactions
- Offered customers carry out service at the completion of transactions Michel, Please review each bullet point, revise your statements to ensure it accentuates your accomplishments rather than your job duties.

Try quantifying your statements. Show how you helped increase client satisfaction, reduce cost, improve operation, and supported departmental goals.

Be sure to showcase the following skills:

Communication skills
Project Management Ability
Reporting
Teambuilding

EDUCATION

Bachelor's in Applied Science in Criminal Justice

Berkeley College - New York, NY
September 2016 to December 2019

SKILLS

- **Proficient in Microsoft Office: Excel, Word and PowerPoint**

- Proficient Legal research skills including Westlaw and Lexis
- Bilingual: Fluent in Spanish
- Proficient in Lexis-Nexis, Westlaw and in Legal Research & Writing Techniques
- Notary Public: Expected to take exam Dec of 2019
- Legal Drafting
- Interpretation
- HIPAA
- Adobe Acrobat
- Translation
- Medical Records
- Case Management
- Microsoft Outlook
- English