

Eva Oliva

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EDUCATION

University of South Florida Sarasota-Manatee , Sarasota, Florida	December 2015
<i>Master of Criminal Justice Administration</i>	3.27 GPA
Grant Proposal: “How American Culture, Family Structure, Education, and Socioeconomic Status Influence Crime among First and Second Generation Immigrant Women”	
State College of Florida , Bradenton, Florida	May 2014
<i>Paralegal Advanced Certification</i>	3.50 GPA
University of South Florida , Tampa, Florida	December 2012
<i>Bachelor of Arts in Political Science Minor in Professional and Technical Writing</i>	3.20 GPA
State College of Florida , Bradenton, Florida	May 2009
<i>Associate in Arts Degree in Business Administration</i>	3.67 GPA
Cum Laude Honor Roll	

SUMMARY OF QUALIFICATION

- Excellent computer skills
- Ability to follow oral and written instructions and work independently with minimal direction
- Bilingual- fluently speaks, reads and writes in Spanish and English
- Excellent interpersonal skills and strong communication skills, both oral and written
- Acute attention to detail, solid follow-up, planning and organizational skills
- Ability to manage multiple priorities at one time and drive tasks to completion in accordance with tight deadlines

SKILLS

- **Communication:** Infographics, video production, photography, presentations,
- **Computer:** Microsoft Office Suite: MS Word, Excel, PowerPoint, etc., Adobe Spark, Acrobat and Lightroom, Preview, PS Express, Project management tools (OneNote, Trello)
- **Marketing:** Content development, MailChimp, Facebook Ads Manager, Google Analytics, Google Ads, ConvertKit,
- **Social Media:** Facebook, Twitter, Youtube, Instagram, Snapchat, LinkedIn, Cava
- **Website Management and Maintenance:** WordPress

CERTIFICATIONS:

- Notary License – State of Florida
- Social Media -Social Spark Social
- Content Marketing –Social Spark School

WORK EXPERIENCE

Law Offices of Gary Gassel P.A. Sarasota, FL	December 2017 - Currently
Legal Assistant and Billing Clerk	

- Accurately and timely prepares a variety of foreclosure pleadings for the initiation, process and completion of all foreclosure cases
- Communicate with teams to address any issues regarding records, proceedings and case workload
- Answer over roughly 20-30 calls per day and helped-coordinate next steps for clients
- Follow up on pending requests and requests that need additional information or documentation for completion
- Schedule meetings, court hearings, trials, print and monitor cases. Net filings, adding important dates to calendar and advising attorney and clients of any immediate issues.
- Monitors incoming and outgoing legal materials including general correspondence, administrative and judicial orders, litigation files, and a variety of legal documents

Billing Clerk

- Tracks and process records and billing requests from attorney
- Process all of the caseload billing, expenses and invoices of the firm
- Drafts letters and bills and follows up on payments from clients on a daily basis
- Assists in the completion of invoices and budgeting for future expenses

Forte Marketing

January 2017- Currently

Brand Ambassador/Team Leader

- Interacts with the public promoting different brands of liquors to increase product sales
- Set ups and breaks down event display, exhibit and draw attention to the product display
- Engages customers to provide sample of a variety of liquors by providing liquor brand facts
- Achieves client brand standards, objectives, and growth sales with each account event
- Remotely provide activity reports, photo recaps and events details productivity report to company

ManMar Marketing

December 2016 - Currently

Event Leader and Virtual Assistant

- Interacts with the public promoting different product brands to increase product sales
- Assists in the execution of Merchandising Planners and Monthly Liquor Planners
- Assists in developing advertising and promotional retail plans for assigned events including gross margin, with oversight of the liquor market coordinator
- Delivers high-quality customer service via email support platform ensuring top level service to continue corporate growth
- Develops procedures to increase the efficiency of numerous areas including filing and organizing records to increase our ability to efficiently retain/recover documents, reports and records
- Remotely provide activity reports, photo recaps and events details productivity report to company

Affordable Attorney, Gerling Law Group, Bradenton, FL

March 2016-November 2017

Paralegal/Legal Assistant

- Prepared a variety of estate planning legal documents such as revocable and irrevocable trusts, last will and testaments, living wills, durable power of attorneys, affidavits and simple wills
- Executed and implemented client's estate plans to achieve desired disposition of assets
- Organized exhibits, files and all other supporting documents for court proceedings
- Prepared affidavits or other documents, such as legal correspondence, and organized and maintained documents in paper and electronic filing system.
- Maintained and organized attorney calendar, scheduled meetings and court appointments
- Interviewed and communicated with clients daily to answer any concerns regarding their estate planning
- Helped to Achieved a client satisfaction rate of over 10%

Administrative Assistant

- Coordinated travel arrangements, including flights, rental cars, and hotels
- Prepared documentation as needed for attorney review and signatures
- Completed any additional tasks and assignments as requested
- Troubleshoot technical difficulties with existing office equipment, including computers and phones
- Managed the attorneys day-to-day calendar
- Coordinated inventory orders, office supplies and travel expenses

Sarasota Clerk of the Circuit Court, Sarasota, Florida

Deputy Clerk III- Recording

June 2013-
March 2016

- Performed a wide variety of legal clerical support work through knowledge and understanding of court functions, policies and procedures, review documents, research discrepancies and verify information
- Provided information to attorneys, litigants and public regarding unit functions
- Developed and modify forms; provide input to improved service delivery procedures
- Trained and instructed less experienced employees in specific work methods and procedures
- Read and interpreted documents such as safety rules, operating and maintenance instructions, and procedure manuals

Deputy Clerk I-II Family Department

February 2011-June
2013

- Processed a variety of documents related to processing of small claims, civil, dissolution of marriage, probate, mental health, or family court such as writs, abstracts of judgments, orders of executions, minute orders, summons, and subpoenas
- Scheduled court cases for hearing dates; develops and maintains calendars of cases set for trials and/or other proceedings; and records dispositions
- Reviewed legal documents for correct form and timeliness; annotated case files and status records to reflect receipt and due date for response or other actions required
- Established and maintained effective working relationships with others, including attorneys, co-workers and the public
- Compiled case information; located records of case history to include initial filing, review and appeals

- Conducted public records search while keeping required citizens' information confidential
- Maintained total confidentiality and secured locked storage of all impounded records including juvenile, adoption, eavesdropping, search warrants and expunged cases
- Provided equitable access to all public records the office is charged with maintaining.

Bank of America, Sarasota, Florida

July 2009- February 2012

Bank Teller

- Provided account services by receiving deposits and loan payments by ensuring client satisfaction
- Provided customer service by analyzing problems and concerns by emphasizing attention to detail and accuracy
- Professionally handled incoming requests from customers and ensure that issues are resolved both promptly and thoroughly
- Thoroughly and efficiently gathered customer information, access and fulfill customer needs, educate the customer regarding banking procedures, services and products