

Jennifer Jones

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Paralegal and CEO with the mission to empower every person and every organization I work with.. Highly efficient, hardworking, and responsible paralegal with 10+ years of litigation experience in criminal law. Dependable, goal-oriented, hard working professional in search of the right opportunity. Successful experience in start-ups, management training, sales management and merchandising. A team leader, well organized, detail/problem solving, self motivating, ability to work well under stress and handle difficult situations with customers and associates.

EXPERIENCE

A1 Skyline Motors , Marietta, Ga — CEO & President

July 2010 - PRESENT

- Created strong customer bonds leading to increased sales and return clients.
- Effectively negotiated prices with customers.
- Maintained up-to-date knowledge of auto inventory.
- Followed up on sales leads.
- Established personal income goals and worked to achieve dealership goals as well.
- Provided optimal customer service to guests at all times.
- Showed customers what cars were on the lot, and demonstrated the different features of the vehicles.
- Processed credit applications
- Sold extended warranties

Palazzola Law Firm, P.C, Atlanta, Ga — Freelance Paralegal

September 2013 - July 2023

- Data Entry into Time Matters
- Routinely draft documents such as pleadings, subpoenas, motions, and briefs.
- File Motions by mail or Odyssey
- Interview Clients
- Legal research
- Filing papers, answering telephone calls 24/7 and organizing reference files,
- Maintaining the attorney's schedule.
- Call clients, lawyers, witnesses, experts and court personnel to schedule interviews, hearings, meetings, depositions and trials.
- Collections calls.
- Order/pick up office supplies

Auto Gallery, Lawrenceville, Ga — Collections Manager

January 2012 - September 2015

Called an average of 50-100 customers daily in attempt to collect automobile bi-weekly payments and/or Pick up Payments.

- Verified customer's auto insurance on a daily basis for monthly reports.
- Responsible for taking credit card payments over the phone and in cash/cc payments in person
- Providing customers with payment schedules, payoffs, balance
- Managed the payments department
- Filling out cash deposit slips and balancing out cash

Languages

Fluent-Spanish

Certificates/License

GIADA, Austell, Ga — Pre-License certificate-Auto Dealer

2020

GIADA, Austell, Ga — Continued education certificate-Used Auto Dealer

2022

State of Georgia

Notary expires 3/25/2025

- Electronic check deposits
- Mailing out certified letters
- Working with delinquent accounts of 30 or more days past due
- Maintained positive relationships with repossession companies, attorneys, and manufactures
- Assisted sales team to successfully complete customer transactions
- Established weekly monthly and quarterly collection goals
- Provided adequate training for new employees
- Assisted sales team when short staff on closing sales
- Verified customers information such as references, residence and employment
- Kept an incoming revenue for the company by sending out repossession orders and restocking vehicles for sale
- Inspected all incoming repossessions and reported all accidents to insurance companies
- Back traced and obtained police reports for damaged vehicles and/or reported damaged vehicles
- Handled the GPS systems Passtime and Goldstar by locating vehicles and scheduling turn on/off dates for vehicles

Access General Insurance, Atlanta, Ga — *Claims Intake*

July 2008 - January 2012

- Review all information from policy holders to evaluate and ensure that all claims are properly initiated.
- Maintain optimum customer satisfaction while accessing coverage, liability and damages
- Responsible for appointing legal representation of the company for court cases and with third parties
- Resolving their claim's related questions and issues in accordance with company designed guidelines aimed to result in superior customer service and client retention
- Receive outbound/inbound calls to insurance agents, and companies to update/obtain policy information

EDUCATION

Georgia Piedmont Technical College, Tucker, Ga — *GED*

2016