

JANE SMITH

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CRIMINAL JUSTICE MAJOR SEEKING A POSITION AS A PROBATION/PAROLE OFFICER

SUMMARY OF SKILLS

A solutions-oriented Criminal Justice graduate with formal education, industry experience, and a demonstrated track record of success working with diverse client populations in a variety of capacities and environments. Effective communicator with an inherent ability to establish rapport and develop trust quickly, manage all types of personalities, diffuse stressful situations, and proactively resolve issues. A team player consistently recognized for capacity to exercise courtesy, firmness, and fairness, build and maintain solid relationships with co-workers, and interact effectively with all levels of support staff and management. Strong interpersonal, organizational, administrative, analytical, and problem-solving skills. Committed to ongoing continuing education and professional development. Excellent written, oral, and technical aptitude. Microsoft Office, Quicken, and Sidekick proficient.

CORE COMPETENCIES

- *Case/Records Management*
- *Office/Data Administration*
- *Rule/Regulation Enforcement*
- *Staff Supervision & Training*
- *Research & Analysis*
- *Documentation/Reporting*
- *Customer Service/Support*
- *Appointment Scheduling*
- *Legal System/Terminology/Procedures*
- *Criminal Surveillance/Monitoring*
- *Conflict Resolution/De-Escalation*
- *Legal Transcription/Speed Writing*

EDUCATION

Bachelor of Science in Criminal Justice Administration

University of Phoenix, Phoenix, Arizona; Graduated: September 2010

RELEVANT COURSEWORK

- Contemporary Issues in Criminal Justice
- Criminal Court Systems
- Criminal Law
- Criminal Organizations
- Criminal Procedure
- Criminology
- Cultural Diversity in Criminal Justice
- Ethics in Criminal Justice
- Foundations of Criminal Justice
- Institutional and Community Corrections
- Interpersonal Communication
- Juvenile Justice Systems and Processes
- Policing Theory and Practice

PROFESSIONAL CHRONOLOGY

ABC Company <i>Legal Secretary</i>	Any Town, USA	May 2009 - Present
ABC Company <i>Cashier</i>	Any Town, USA	Sept. 2007 - May 2009
ABC Company <i>Sales Associate</i>	Any Town, USA	Aug. 2005 - Apr. 2007

KEY QUALIFICATIONS/HIGHLIGHTS OF PROFESSIONAL EXPERIENCE

- Thorough knowledge of the legal system, terminology, and procedures including local laws, ordinances, and state statues as they relate to the criminal justice system.
- Skilled at legal dictation transcription and speed writing.
- Coordinated office activities for a prominent local attorney and performed a variety of legal secretarial duties; prepared subpoenas, motions, and briefs in addition to standard office correspondence.
- Provided exceptional service to the public; received and screened visitors, handled multiple incoming telephone lines, answered inquiries, and scheduled and arranged meetings and conferences.
- Conducted research and compiled documents for cases; consulted legal journals, maintained legal files, and safeguarded client information.
- Performed probate work; assisted in the preparation of wills and power of attorneys, worked on estate case documents and real estate matters; prepared and transferred death, warranty, and quitclaim deeds.
- Monitored possible criminal activity and documented incident reports.
- Resolved a variety of customer issues and complaints; successfully managed and dealt with irate customers.
- Provided a safe and secure environment for customers and participated in various internal Safety programs.
- Trained new associates; provided ongoing coaching, direction, and support.
- Licensed Notary Public, Any Town, USA.