

Rosemary Mendez

rosiemendez@suddenlink.net

I have spent 10+ years working for the same company, consistently working my way up the ladder through hard work, great customer service, a willingness to learn new skills, and my ability to work collaboratively with colleagues. I am looking forward to starting the second half of my career.

Areas of Expertise		Areas of Training	
<i>Customer Service & Satisfaction</i>	<i>Policies & Procedures</i>	<i>Legal Research</i>	<i>Basics of Arbitration</i>
<i>Customer Changes</i>	<i>Scheduling</i>	<i>Legal Writing</i>	<i>Form Preparation</i>
<i>Order Fulfillment</i>	<i>Logistics</i>	<i>Citation Form</i>	<i>Legal Terminology</i>
<i>Cost Reduction</i>	<i>Quality Procedures</i>	<i>Interviewing</i>	<i>Contracts</i>

Professional Experience

Teco-Westinghouse Motor Company – Round Rock, TX

Project Manager I & II: July 1999 – July 2009

- Managed multiple orders from input to delivery
- Ongoing contract administration, ensuring the customer's purchase order accurately reflected the order negotiated by the sales team throughout changes and renegotiations
- Utilized various departments to move the order through the building process, including securing documentation, progress reports, and order changes
- Provide top-notch customer support, acting as primary point of contact for the customer throughout the process, answering questions, coordinating meetings, and managing any changes
- Ensure a quality product, accurate to specifications, using the ISO 9000 Quality System
- Mentored new incoming Project Managers

Purchasing Coordinator: June 1993 – June 1999

- Purchased major materials for production of product.
- Sought out supplier and negotiated contracts to meet budgets and trim costs
- Coordinated purchasing with contract timelines and expedited items to meet deadlines
- Worked with MRP System and Symix/Syline
- Supervised summer student program for hands-on training, including monthly evaluations

Engineering & Contracts Clerk: February 1991 – May 1993

- Document Control for Contracts Department
- Administrative duties including filing, data entry, and word processing
- Supervised summer student program for hands-on training, including monthly evaluations

Education and Training

Education:

Paralegal Certificate, The University of Texas, Austin, Texas 2011

Relevant Coursework: Legal Terminology; Satges of Litigation; Evidence; Interviewing Clients; Law Office Investigation; Index Research; Legal Analysis; Legal Memorandum and Blue Book Citation Forms; Motions, Notices and Briefs; Tort Law; Texas Rules and Procedures; Contract Law; Federal Government and Court Structure; Discovery; Arbitration; Depositions

Paralegal Special Project: Managed a legal case from beginning to end. Tasks included:

- Preparing affidavits and legal correspondence
- Preparing legal documents, including briefs, pleadings, appeals, wills, contracts, and real estate closing statements.
- Filing pleadings with court clerk
- Using Westlaw and LexisNexis to gather and analyze research data, such as statutes, decisions, and legal articles, codes, and documents
- Meeting with other professionals to discuss details of case
- Investigating facts and law of case and searching pertinent sources, such as public records, to determine causes of action and to prepare case
- Directing and coordinating law office activity, including delivery of subpoenas

Park University of Missouri – Austin, Texas (Completed 15 credits)

- Relevant Coursework: Business Law; Macro / Micro Economics

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Formal Training:

- Completed numerous courses and seminars in Customer Service, Time Management, Purchasing, Auditing, Quality Awareness, Logistics, Project Management, and Auditing & Quality.

Skills and Applications:

- Bilingual; Fluent in Spanish
- Able to travel.
- Interpersonal: Self-starter and independent worker; collaborative leader; loyal; energetic and hard working; flexible and adaptive.
- Computer skills and software: Proficient in MS Office, data entry software, ISO 9000 Quality System, Mainframe, and niche software including MRP System and Symix/Sytlne.

Awards:

- TECO-Westinghouse Motor Company
Two 2005 Project Excellence Awards
- Change Notice Award 2001