



## Case Study: Legal/Insurance

Our support helped William get a job at a Fortune 100 company despite a year-long career gap.

»»» Here's what he had to say about our work:



William Benton  
2 reviews



★★★★★ 9 months ago

While seeking to update my CV on LinkedIn, I came across this company and obtained their agreement to create a couple resume versions plus cover letter in November of 2023. I found them to be very effective at changing my otherwise no response current CV into one with a buzz and professional polish. It should be noted that their lead representative, Fatemah Mirza, gave me the confidence I needed commit to the purchase of their services. Then the assigned Resume Writer, Iqra Aqeel, provided the skill set that was more artistry and professional polish that rounded out the one-two punch for an excellent experience.

Thank you Team!!

## **His backstory:**

William retired from the DA's office and wanted to work as a paralegal or admin assistant. He had been jobless for over a year and was struggling. His resume wasn't ATS-compliant, didn't address his career gap, and lacked achievements.

## **Our Approach:**

We made two versions of his resume—one for paralegal roles and one for admin positions. We also created a cover letter to humanize his applications. We also helped him build a strong LinkedIn presence to support his potential career change.

## **Here is what we did:**

- 1** Created ATS-compliant resumes with a format vetted by 3000+ recruiters.
- 2** Highlighted his career gap as a time for learning and skill development.
- 3** Showcased key achievements and focused on his personal brand. Added relevant keywords.

## **Where is he now?**

Within a few weeks, recruiters started reaching out by phone, LinkedIn, and email. William soon got a job with a Fortune 100 company. He was delighted with our services and even shared a comprehensive video testimonial about his experience.

**Warning:** The following pages have been saved as images in order to protect William's work as well as our work from being copied and indexed. As a result, uploading this exact file into an Applicant Tracking System will not work. If you are interested in hiring him, please email us at [contact@careertuners.com](mailto:contact@careertuners.com).

# Paralegal resume we made for him:

## WILLIAM BENTON

802.689.4444 | [billbenton3@yahoo.com](mailto:billbenton3@yahoo.com) | CA 93692 | [LinkedIn](#)

*Streamlines administrative functions by supporting legal management operations, active communications, and organizational efficacy.*

**Administrative Support & Management | Operational Insights | Meeting Coordination | Workplace Planning | Process Improvement**

*Select Accomplishments at the District Attorney Office:*

- **Data Management:** Improved accuracy of legal citations by implementing procedures for tracking and matching citations with their reports; reduced errors and quality issues; ascertained style guide compliance and timely court responses.
- **Stakeholder Engagement:** Improved inter-departmental communication and facilitated collaborative decision-making by coordinating efficiently among stakeholders; scheduled and managed multiple calendars; ensured smooth operations.
- **Process Enhancement:** Automated processes in e-discovery by transitioning from manual processes; allowed faster and remote access to information for legal proceedings; aided in accurate evidence reporting and efficient evidence management.

Scheduling & Calendar Management

Email Management

Confidentiality Management

Data Entry & Record Keeping

Report Preparation & Presentation

Microsoft Office Suite Proficiency

Customer Relationship Management

Telephone Reception & Issue Resolution

Inventory & Budget Management

## PROFESSIONAL EXPERIENCE

*~ Acquired knowledge of financial markets and the real estate industry by liaising with realtors, bankers, and brokers. Underwent Mindvalley training program. Brushed up on Adobe and PDF skills (01/2023 – 11/2023) ~*

**Legal Office Professional Senior**, District Attorney Office, County of Santa Barbara

10/2004 – 01/2023

*Promoted from Legal Secretary 1, Legal Secretary 2, Legal Secretary 3, Legal Office Professional 2, and Legal Office Professional 3.*

Managed a range of legal cases; handled complicated and confidential case information. Transformed legal administrative processes by implementing a journeyman classification system. Handled invoice processing for the Discovery desk. Streamlined inventory management by handling invoices for the procurement of office supplies. Improved financial tracking and accountability by utilizing Microsoft Access; led timely and accurate billing processes.

*Administrative Advancements*

- Transformed legal administrative processes and streamlined transcription of legal proceedings by utilizing telephonic foot pad technology and implementing a journeyman classification system.
- Improved office productivity by maintaining office equipment, including printers and scanners; resolved technical issues.
- Streamlined logistics of critical communications by creating a digital organization system for all received and sent correspondence; automated email addresses and inboxes for handling vast volumes of correspondence; improved administrative operations.

*Operational Excellence*

- Expedited legal document preparation and case processing by memorizing legal codes and reducing manual checks; implemented a meticulous review and editing process.
- Prioritized case workloads; developed an Excel tracking system for arranging cases; tracked and managed urgent and time-sensitive cases utilizing spreadsheets.
- Ensured attendance in court hearings by maintaining strict deadlines; handled an extensive preliminary hearing calendar.
- Improved processes for submission and retrieval of legal information; leveraged the DAMIEN case management software.
- Increased understanding of court systems among clients and team members by providing comprehensive explanations and guidance; maintained open communication and upheld ethical and professional standards.

**President, National Association for the Advancement of Colored People (NAACP)** 04/2016 – 12/2022

Revitalized the NAACP branch by spearheading effective bureaucratic initiatives, advocating for legal protection of the community, emphasizing self-help, and enhancing community support. Secured funding for retention and recruitment of colored students. Partook in legal training initiatives and maintained training material binders. Spearheaded collaborations with organizations. Advocated for legal changes in education and disseminated legal process information to students and staff members.

**Administrative And Production Assistant, Apple One** 01/2004 – 12/2004

Assisted in efficient public work management by providing administrative support to the Director of Public Works. Acted as a customer service representative for banking and government agencies. Enhanced work efficiency for loan officers by managing appointments and data entry for loan contracts; explained company policies to clients. Achieved efficient administrative processes by resolving various administrative issues; ensured smooth business operations.

**Administrative Assistant, Select Personnel** 01/2002 – 01/2004

Streamlined administrative processes by managing schedules, performing data entry, and coordinating with multiple departments. Handled phone calls and emails from stakeholders. Listed meeting notes. Created grant packages for the local government agencies. Boosted public awareness by creating and updating daily event listings for the city's government channel, enhancing the community's access to local happenings and initiatives. Acquired funding for city development projects. Enhanced public event safety.

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## PROFESSIONAL DEVELOPMENT

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**Bachelor of Arts in Law, History/Political Science, Saint Vincent College, Latrobe University**

Certifications:

**Municipal Law Legal Assistants Certification, Stark Community Law School of Princeton**

**California Law Enforcement Telecommunications System (CLETS) Certification, California Department of Justice** 2005 – 2022

**E-Courts Certification, California Court System** 2016 – Present

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## VOLUNTEER EXPERIENCE

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**Advisory Board Member, UCSB Paralegal/Legal Assistants Program, Santa Barbara** 01/2020 – 11/2022

Spearheaded discussions on university policies, performance reports, and future endeavors in board meetings. Played a pivotal role in preparing interview sessions for ABA administrators; evaluated the program's compliance with ABA certification standards.

**Voting Center Supervisor, Department of Elections, Santa Barbara** 01/2015 – 11/2022

Oversaw staff activities, ensuring strict adherence to established policies, procedures, and standards. Ensured compliance with election laws and regulations and maintained the integrity of the voting process. Promoted from Precinct Inspector.

# Admin resume we made for him:

## WILLIAM BENTON

802.689.4444 | [billbenton3@yahoo.com](mailto:billbenton3@yahoo.com) | CA 93692 | [LinkedIn](#)

*Streamlines administrative functions by supporting legal management operations, active communications, and organizational efficacy.*

**Administrative Support & Operational Management | Meeting Coordination | Workplace Planning | Process Improvement**

*Select Accomplishments at the District Attorney's Office:*

- **Data Management:** Improved accuracy of legal citations by implementing procedures for tracking and matching citations with their reports; reduced errors and quality issues; ascertained style guide compliance and timely court responses.
- **Stakeholder Engagement:** Improved inter-departmental communication and facilitated collaborative decision-making by coordinating efficiently among stakeholders; scheduled and managed multiple calendars, ensuring smooth operations.
- **Process Enhancement:** Automated processes in e-discovery by transitioning from manual processes; allowed faster and remote access to information for legal proceedings; aided in accurate evidence reporting and efficient evidence management.

Scheduling & Calendar Management

Data Entry & Record Keeping

Customer Relationship Management

Email Management

Report Preparation & Presentation

Telephone Reception & Issue Resolution

Confidentiality Management

MS Office, Adobe & PDF Proficiency

Inventory & Budget Management

## PROFESSIONAL DEVELOPMENT

**Bachelor of Arts in Law, History & Political Science**, Saint Vincent College, Latrobe University, Pennsylvania

Certifications:

**Municipal Law Legal Assistants Certification**, Stark Community Law School of Princeton, California

**California Law Enforcement Telecommunications System (CLETS) Certification**, California Department of Justice 2005 – 2022

**E-Courts Certification**, California Court System 2016 – Present

## PROFESSIONAL EXPERIENCE

**Production Assistant, Select Staffing** 01/2024 - 02/2024

- Organized products as a key team member for high-volume assembly line production; ensured effective teamwork and operational efficiency; achieved an invoiced volume shipment order within a tight project deadline.

**Financial Markets & Real Estate Market Trainee, Mind Valley** 01/2023 – 11/2023

- Liaised with realtors, bankers, and brokers, acquiring specialized knowledge of financial markets and the real estate industry. Enhanced proficiency in Adobe and PDF software, improving document management and creative skills. Completed advanced training programs to deepen understanding of industry-specific concepts, elevating operational capability.

**Legal Office Professional Senior, District Attorney Office, County of Santa Barbara** 10/2004 – 01/2023

- Managed a range of legal cases; handled complicated and confidential case information. Transformed legal administrative processes by implementing a journeyman classification system. Handled invoice processing for the Discovery desk.
- Streamlined inventory management by handling invoices for the procurement of office supplies.
- Improved financial tracking and accountability by utilizing Microsoft Access; led timely and accurate billing processes.
- Promoted from Legal Secretary 1, Legal Secretary 2, Legal Secretary 3, Legal Office Professional 2, and Legal Office Professional 3.

*Administrative Advancements*

- Transformed legal administrative processes and streamlined transcription of legal proceedings by utilizing telephonic foot pad technology and implementing a journeyman classification system.

- Improved office productivity by maintaining office equipment, including printers and scanners; resolved technical issues.
- Streamlined logistics of critical communications by creating a digital organization system for all received and sent correspondence; automated email addresses and inboxes for handling vast volumes of correspondence; improved administrative operations.

### *Operational Excellence*

- Expedited legal document preparation and case processing by memorizing legal codes and reducing manual checks; implemented a meticulous review and editing process.
- Prioritized case workloads; developed an Excel tracking system for arranging cases; tracked and managed urgent and time-sensitive cases utilizing spreadsheets.
- Ensured attendance in court hearings by maintaining strict deadlines; handled an extensive preliminary hearing calendar.
- Improved processes for submission and retrieval of legal information; leveraged the DAMIEN case management software.
- Increased understanding of court systems among clients and team members by providing comprehensive explanations and guidance; maintained open communication and upheld ethical and professional standards.

### **President, National Association for the Advancement of Colored People (NAACP)**

**04/2016 – 12/2022**

- Revitalized the NAACP branch by spearheading effective bureaucratic initiatives, advocating for legal protection of the community, emphasizing self-help, and enhancing community support.
- Secured funding for retention and recruitment of colored students. Partook in legal training initiatives and maintained training material binders.
- Managed schedules and deadlines for tasks.
- Spearheaded collaborations with organizations, ensuring efficient communication through emails and in meetings. Advocated for legal changes in education and disseminated legal process information to students and staff members.

### **Advisory Board Member, UCSB Paralegal/Legal Assistants Program, Santa Barbara**

**01/2020 – 11/2022**

- Spearheaded discussions on university policies, performance reports, and future endeavors in board meetings.
- Played a pivotal role in preparing interview sessions for ABA administrators; evaluated the program's compliance with ABA certification standards.

### **Voting Center Supervisor, Department of Elections, Santa Barbara**

**01/2015 – 11/2022**

- Oversaw staff activities, ensuring strict adherence to established policies, procedures, and standards.
- Ensured compliance with election laws and maintained integrity of voting processes; received promotion from Precinct Inspector.

### **Administrative And Production Assistant, Apple One**

**01/2004 – 12/2004**

- Assisted in efficient public work management by providing administrative support to the Director of Public Works.
- Supported 2 brokers for scheduling appointments and meetings with clients who wanted to examine and buy homes.
- Acted as a customer service representative for banking and government agencies.
- Enhanced work efficiency for loan officers by managing appointments and data entry for loan contracts; explained company policies to clients.
- Achieved efficient administrative processes by resolving various administrative issues; ensured smooth business operations.

### **Administrative Assistant, Select Personnel**

**01/2002 – 01/2004**

- Streamlined administrative processes by managing schedules, performing data entry, and coordinating with multiple departments. Handled phone calls and emails from stakeholders. Listed meeting notes.
- Created grant packages for the local government agencies.
- Boosted public awareness by creating and updating daily event listings for the city's government channel, enhancing the community's access to local happenings and initiatives. Acquired funding for city development projects.
- Enhanced public event safety by writing requests for permits; coordinated with the Sheriff's Department for resource allocation.

# And here's the resume he was using before he worked with us...

## WILLIAM BENTON

billbenton3@yahoo.com

### CAREER OBJECTIVE

Legal Operations Analyst - SUMMARY OF QUALIFICATIONS: Certified Legal Assistant with specialization in Criminal, Administrative and Civil Law within the State of California legal system. Established leader among Santa Barbara Co. staff as an extradition instruction liaison/coordinator for Santa Barbara County with the Attorney General's Office in Sacramento. Extensive data entry processing experience. Ability to work with spread sheets, balance sheets, and cash journals.

### SKILLS

Case Management - maintained extensive case load while being careful to meet deadlines required for filings.

Program proficiency - Worked with Microsoft suite of products while balancing proprietary programs unique to the Banking industry, Government Grants, Criminal and Civil Court procedures and documents.

Outlook; demonstrated proficiency with presentations for marketing using Microsoft Power Point and Mail Merge.

Applications. Effective dealing with difficult people; converse comfortably with people of all walks of life; exercising tack at all times.

### EXPERIENCE

#### LEGAL OFFICE PROFESSIONAL SENIOR, Santa Barbara

District Attorney, January 2005–January 2023

- Processed and prepared government forms and utilized legal reference reports for filing criminal and civil actions with the Municipal, Superior, and Appellant California Courts.

#### ADMINISTRATIVE AND PRODUCTION ASSISTANT, Santa Barbara

Apple One Personnel, January 2004–December 2004

- Edited daily compilation pieces for distribution across various digital platforms.
- Customer Service representative for both banking and government agencies. Placed on assignment to support banking loan officers then government attorneys needs in busy office environments. Efficient with all Microsoft applications.

# It failed to build a strong case for him, especially with the career gap.

## **ADMINISTRATIVE ASSISTANT TO THE DIRECTOR, Santa Barbara**

Select Personnel, January 2002–January 2004

- Answered phone calls and emails to provide information, resulting in effective business correspondence.
- Administrative Assistant to Director of Public Works, performed tracking of current projects for the Director. Took notes of issues discussed during group meetings. Created grant packages for the local government agency applying for reimbursement and financial assistance to County, State and Federal agencies.
- Processed requests for permits from the public while working closely with respective partner agencies in the Sheriff's Offices Parks and Recreation and Public Works staff to ensure a safe and efficient outdoor event was accomplished.

## **EDUCATION**

### **MUNICIPAL LAW LEGAL ASSISTANTS CERTIFICATION**

Law School, Stark Community Law School of Princeton

### **COMMERCIAL TELEVISION PRODUCTION & ACTING CERTIFICATE**

Barron School of TV, Weist & Barron School of New York

### **BACHELOR OF ARTS DEGREE IN LAW, HISTORY/POLITICAL SCIENCE, Latrobe, PA**

Saint Vincent College

## **CERTIFICATIONS**

- CLETS Certification - California Law Enforcement Telecommunications System
- E-Courts Certification - CA Court system for filing Civil and Appellant cases.

## **COMMUNITY SERVICE**

### **ADVISORY BOARD MEMBER, Santa Barbara, CA**

UCSB Paralegal/Legal Assistants Program, January 2020–November 2022

- Participated in board meetings to discuss University policies and issues, performance reports, and future endeavors in anticipation of ABA administrators interviews to evaluate the program's ABA compliance certification.

### **VOTING CENTER SUPERVISOR, Santa Barbara, CA**

Department of Elections, January 2015–November 2022

- Supervised and coordinated activities of staff to ensure compliance with established policies, procedures, and standards.



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