

# Lesia A. Jones

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## PROFILE

- Dedicated administrative assistant with 7+ years experience in the judicial court system.
- Self-starter with strong problem solving and organizational abilities.
- Demonstrated ability to handle difficult situations with tact.
- Skilled in analyzing a task and breaking it down into manageable pieces.
- Team player with exceptional communication and interpersonal skills.
- Knowledge of WordPerfect, Windows, Excel, and proprietary systems.

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## EXPERIENCE

### LEGAL EXPERIENCE

- Coordinated and set court dockets and dates, prepared juries for trial, and assisted pro se individuals.
- Created new files, maintained filing system, and typed judge's directives, orders, and letters.
- Collected traffic fines, managed collections registry for criminal/juvenile cases, and assisted in the collections process by turning cases over to State Collections.
- Worked closely with the Department of Labor in the investigation of employment status and wage garnishments; met with 20 to 30 people per day.
- Maintained the personnel expense reimbursement program (COFORS).
- Set appointments for 30 probation officers.
- Performed intake and input new cases in the computer system.
- Routed mail and copied files for the District Attorney's office.
- Entered data for child support and domestic cases.

### ADMINISTRATION/MANAGEMENT

- Developed and implemented all office procedures for the recovery center.
- Accountable for the establishment and preparation of financial statements, insurance billings, monthly and daily accounting reports.
- Reviewed all deposits, accounts receivable, and insurance payments.
- Analyzed, negotiated, and resolved problem accounts.
- Supervised and evaluated office personnel.
- Issued demand letters, negotiated repayments/settlements, developed payment plans, and processed collection paperwork.
- Improved monthly accounts receivable status ratings from below standard (a \$40,000 deficit) to 98% in less than a year.
- Developed systems for work flow and record keeping that significantly improved efficiency.

### OTHER EXPERIENCE

- Extensive public relations and customer service background
- Excel in dealing with difficult people and situations.
- Provided secretarial support and front desk reception services.
- Processed military personnel paperwork for transitions, issued passports, and maintained records.

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## WORK HISTORY

<b>Municipal Court Clerk</b> , Municipal Court, Colorado Springs, Colorado	1999 – Present
<b>Collections Investigator</b> , 4 <sup>th</sup> Judicial District Court, Colorado Springs, Colorado	1998 – 1999
<b>Assistant Division Clerk</b> , 4 <sup>th</sup> Judicial District Court, Colorado Springs, Colorado	1997 – 1998
<b>Court Clerk II</b> , 4 <sup>th</sup> Judicial District Court, Colorado Springs, Colorado	1994 – 1997
<b>Secretary I</b> , 4 <sup>th</sup> Judicial District Court, Colorado Springs, Colorado	1993 – 1994
<b>Office Manager</b> , Lakeside Recovery Center, Tacoma, Washington	1991 – 1992
<b>Administrative Assistant</b> , United States Army	1983 – 1991

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## EDUCATION

**Pikes Peak Community College**, 3 hour course in Psychology  
**Kansas State University**, 12 hours of liberal arts studies  
**Central Texas College**, 6 hours of liberal arts studies

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## ADDRESS

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(719) 555-1234