

# Hetal Shah

## **Legal Admin Assistant - Gurstel Law Firm**

Maple Grove, MN

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952-200-3826

I have over 8 years of experience as a Website Content Management, Customer Service Representative, and Office Administrator. I am technically proficient with MS Office, order processing applications and accounting programs. I am a self-motivated individual with excellent attention to details and work quality and excellent communication and interpersonal skills.

Authorized to work in the US for any employer

## Work Experience

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### **Legal Admin Assistant**

Gurstel Law Firm

August 2017 to Present

As a Legal Admin Assistant, I worked with data from some of the top financial institutions and the law enforcement departments across multiple states.

- Ensured institutions get the information they need to make decisions about whether and how to pursue recovery opportunities.
- Developed and managed litigation settlement database by entering judgements using collection application CLS.
- Calculated organizational and client recovery funds based on the suit recovery financial data.
- Responsible for retrieving legal documents from external clients and follow up with clients regarding outstanding documents needed for further action.
- Review, scan, print and organize legal documents and client SOP's to comply with standards.
- Worked under strict deadlines with high accuracy and provided detailed clients transactions and holdings data to identify and evaluate participation opportunities with respect to collection.
- Recognized multiple times for the most number of judgments in a month.

### **Legal Admin Assistant**

Gurstel Law Firm - Golden Valley, MN

August 2017 to Present

### **e-Commerce Listing Specialist +Office administrator**

Good will easter seals MN

February 2015 to July 2017

- As a member of the ecommerce management team research products, accurately write product descriptions and attributes (including damages) and assigns shipping and handling charges.
- Managing web content for ShopGoodwill.com using Multi-front and Agility for backend data entry as well as Process Shipper for shipping updates. Managing Amazon, eBay and Facebook accounts for product updates and promote new products.
- Proficient with other social media platforms.

- Accurately represent items in photographs: take pictures, item presentation, camera position, camera angle, lighting, and key shots to produce desired effect. Updated images using Photoshop to enhanced effect and quality.
- Received Employee of the month (Oct 2016, Jan 2017, May 2017) for exceeding daily productivity goals through the efficient handling of product; processing items quickly and accurately.
- Performing tasks according to established processes and ensures that each item is credited and sent for shipping.
- Maintaining corporate website, developed presentations on PowerPoint
- Providing administrative support to the office
- Typing documents such as correspondence, drafts, memos, and emails, verified, updated and corrected source documents and prepared documents for data entry

### **Office Administrator**

Capella University

February 2013 to January 2015

- Operated multiple-call telephone console and route calls to appropriate people and team.
- Meet, greet and make all visitors feel welcome; scheduled appointments as well as maintained appearance of reception area and office.
- Operated office equipment, copy machines, sort and distribute mail. Uploaded payment processing information in the system for Operations processing.
- Managed reports for the Operations team - outstanding dues, expired credit card report, auto-pay participation. Maintained inventory of IT tools and applications.
- Assisted with overflow work from administrative and executive assistants and filled in for the office receptionist as needed.

### **Office Administrator + Substitute Teacher**

Radiant Montessori

February 2009 to January 2013

- Worked within a busy environment, and supported office teams to ensure smooth day-to-day activities.
- Provided accurate administration of all paperwork generated at Office level including cash expenses.
- Monitored center supply inventory and ordered then as needed.
- Scheduled appointments between parents and teachers to track child development and maintained reports.
- Assisted teachers in educational activities for infant to the preschool age kids.

### **Office Administrator/Data Entry**

Merrill's Hair Design Studio and Spa - Plymouth, MN

May 2008 to January 2009

- Greeted guests promptly and cordially; informed each guest of store sales and events; assisted guests in finding and coordinating merchandise; maintained display standards and provided an attractive shopping environment.
- Managed inbound and outbound salon calls. Setup new and changed existing appointments. Proactively called clients to remind them about forthcoming appointments.
- Completed client record forms with information such as treatments, products used, particular problems and allergies, and past records. Updated client database with cause of problem and recommend corrective action to clients.

- Proficient in computer spa programs, customer service, sales and appointment setting.

### **Office Administrator and Accounting Executive**

Kitten Group of Companies

November 2003 to November 2005

- Handled and maintained all import orders. Prepared documentation related to imports of pharmaceutical goods.
- Maintained contacts with dealers and handled queries through internet research and standard product books.
- Managed accounts payable, accounts receivable and payroll departments.
- Verified and generated various federal compliance reports.
- Provided routine office support such as making copies, fax, answering phones, and prepared correspondence for mailing.

### **Office Administrator and Accounting Executive**

Tinco Group of Companies

October 2001 to October 2003

- Maintained customer call log and handed their queries.
- Handled and maintained all export orders. Prepared all the documentation related to exports of chemical goods.
- Prepared weekly confidential sales reports for presentation to management. Maintained records of the receivable and payments made. Ensured compliance with accounting deadlines.

## Education

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**Bachelor's**

**Bachelor's**

## Skills

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Executive Administrative, Excel, Data Entry, Administrative Support