

Therese M. Keyes

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CAREER SUMMARY

Experienced Senior Paralegal professional with over 25 years of experience with a strong command of personal injury, product defect/liability, auto accident and premises liability, nursing home abuse/injury, and insurance defense law, as well as some employment and worker's compensation cases.

Diligent and resourceful in conducting legal research and case investigations. Trustworthy in handling confidential information, and articulate in preparing persuasive demands, answers, motions, and other pleadings.

Knowledge of Wisconsin Rules of Civil Procedure, as well as various other states' rules, preparation of correspondence, timelines, medical records summaries/chronologies/abstracts, medical billing summaries, and deposition summaries. Dependable litigation paralegal excelling at communicating and collaborating with a diverse range of legal, executive, and management level personnel. Conducts legal business professionally while communicating with clients, witnesses, experts or opposing counsel with minimal supervision.

Extremely organized, self-starter with advanced technical skills. Demonstrates confidence, honesty, loyalty, integrity, critical thinking, tenacity, and sound business judgment.

Available to provide freelance/contract paralegal services through Keyes Freelance Paralegal Group, LLC www.keyesfreelanceparalegallgroupllc.com.

CORE COMPETENCIES

- ❖ Legal Document drafting
- ❖ Case and Document Management
- ❖ Trial Preparation (exhibits, witnesses, experts, and more)
- ❖ Legal Research (Lexis/Nexis, Westlaw, Casetext, social networks)
- ❖ Client Interviews
- ❖ Office and Court Procedures
- ❖ Medical Records Summaries/Analysis
- ❖ Excel Billing Records Itemization with Lien information
- ❖ Electronic Filing System Management
- ❖ E-filing pleadings
- ❖ Filevine, iManage, Clio Grow/Clio Manage
- ❖ PowerPoint Presentations
- ❖ Time Management
- ❖ MS Word, Excel, Outlook, Power Point
- ❖ Interpersonal, Communication Skills
- ❖ Management Skills
- ❖ Critical Thinking
- ❖ Cost Conscious and Efficient
- ❖ Detail Oriented and Organized
- ❖ Mentoring/Leadership Experience
- ❖ Shows empathy and concern
- ❖ Team Training
- ❖ Deposition Summaries
- ❖ Analysis Skills
- ❖ Adobe Acrobat, AdobeSign, Kofax Power PDF Advanced, DocuSign, SignDoc

PROFESSIONAL EXPERIENCE

Keyes Freelance Paralegal Group, LLC
Owner | Founder | Litigation Paralegal

July 2021 - present

- ❖ Provides independent paralegal contract work 100% virtual to solo and small law firms specializing in the areas of civil litigation, personal injury, auto/motorcycle/pedestrian, wrongful death, nursing home neglect/injuries, product defects and insurance defense cases, pre-suit, litigated, including through trial.

Wilson Elser Moskowitz Edelman & Dicker, LLP
Lead Paralegal

May 2018 – August 2021

- ❖ Trained, directed, managed, and mentored a team of paralegals with novice to several years of experience who provide support to firm-wide attorneys. Reviewed and assessed working drafts to ensure quality, accuracy and completeness. Provided guidance, resources and suggestions for revisions or alternative language.
- ❖ Trained new hires on firm systems, including time keeping, billing, document management and use of web-based assignment tracking software. Collaborated with Office Administrator on selection of paralegal(s) for new assignments.
- ❖ Backed up Office Administrator during absences to direct new assignments and manage staff. Maintained and managed personal assignments in a hybrid billing paralegal role.
- ❖ Demonstrated high level of paralegal abilities to assist attorneys in investigation, development, and defense strategies with a goal of moving cases forward towards resolution or trial.

La Fleur Law Office – Attorney Catherine A. La Fleur
Family Law Litigation Paralegal

Sep 2017 - May 2018

- ❖ Provided Paralegal support to owner/partner and associate attorney practicing primarily family law; maintained approximately 50-75 case files and monitored cases as they progressed.
- ❖ Prepared initial pleadings, judgments and orders in dissolution, legal separation, property division, child custody, and child support documentation for use in attempts to resolve cases prior to trial.
- ❖ Scheduled appointments, court appearances, mediations & depositions; performed full range of paralegal tasks from inception through discovery process, and prepared for mediations, arbitrations and/or trials.
- ❖ Reviewed discovery requests and prepared comprehensive discovery packages which included disclosure statements, answers to interrogations and responses to production requests.

Fortis Management Group, LLC, formerly Extendicare Health Services, Inc.
Risk Management Paralegal & Client Relations Specialist

Feb 2013 - Sep 2017

- ❖ Assisted Risk Management, Legal and Compliance with risk related claims. Reviewed resident medical charts; drafted medical timelines/summaries to identify root causes of injuries, illnesses or deaths.
- ❖ Retained outside defense attorneys throughout the United States for claims handling and defense of pre-suit and litigated cases. Extensive communication with defense attorneys to provide requested materials.
- ❖ Promoted to Client Relations Specialist, April, 2017. (Worked dual roles.) Received initial contact from Resident help-line to assist with requests, inquiries, complaints or appreciation. Escalated issues to regional leadership team when necessary.
- ❖ Compiled complaints or facts from incidents to assist with promoting risk awareness and educational presentations in hopes of avoiding future incidents. Reviewed company policies and compared them to best practices to better understand level of compliance.

Habush Habush & Rottier, S.C., Milwaukee, Racine and Waukesha, Wisconsin
Personal Injury & Product Liability Legal Assistant| Litigation Paralegal

Jan 1989 - Feb 2013

- ❖ Provided Paralegal support to attorneys on complex, high-profile personal injury and product liability pre-suit and litigated cases.
- ❖ Negotiated and corresponded with insurance adjusters to work on resolution or settlement of liens.
- ❖ Drafted legal documents including complaints, pleadings, written discovery, affidavits, and motions.
- ❖ Involved in all aspects of litigation support including legal research, factual investigation, and asset research, medical records/bills retrieval, summarizing medical records, deposition summaries, and mediation and/or trial preparation. Case load included approx. 75-125 case files, pre-suit and litigation.

EDUCATION - MEMBERSHIPS

Alison (on-line/self-directed learning) – Diploma in Human Resources (HR)	2019
University of Wisconsin-Green Bay – BAS – Integrated Leadership/Corporate Communications	2017
Thomson Education Direct – Associate Degree – Paralegal Studies	2003
Milwaukee Area Technical College – Associate Degree – Legal Administrative Professional	
Notary Public, State of Wisconsin	
Member NALA – The Paralegal Association	
Lifetime Member - The International Society of Female Professionals	
Member – National Association of Legal Professionals	
Member – Wisconsin Association of Legal Professionals	
Member – Greater Milwaukee Association of Legal Professionals	
Member – ABA (American Bar Association)	
Member – Association for Entrepreneurs USA	
Certified Paralegal through NALA – In Progress	