

Tiffany B. Cunningham

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Professional Summary

Florida Registered Paralegal with 20+ years of experience supporting complex litigation, class actions, and high-volume caseloads within AmLaw 100 firm. Skilled in managing cases from intake through resolution, coordinating discovery, and supporting attorneys throughout all phases of litigation. Recognized for managing large-scale case data and developing firm-wide systems that enhance efficiency, reporting, and profitability. Known for strong organization, attention to detail, and delivering responsive, high-quality client service. Trusted liaison to attorneys and clients across thousands of matters.

Professional Experience

Paralegal Impressions LLC, West Palm Beach, FL | www.paralegalimpressions.com

Independent Paralegal, August 2016 – Present

- Operates a freelance paralegal services business providing litigation and case management support to attorneys nationwide

Troutman Pepper Locke LLP (f/k/a Locke Lord, LLP), Chicago, IL & West Palm Beach, FL

Paralegal, February 2009 – December 2025

Consumer Finance, Class Actions, Aviation, Business & Healthcare Litigation

Key Achievements

- Client Relationship Management:** Served as the primary liaison for the firm's largest revenue-generating client and highest-volume practice, recognized as the go-to resource on client procedures, training attorneys and staff, and facilitating client communications and case updates
- Case Management Systems:** Led development and implementation of a proprietary firm-wide case tracking system (Case Tracker), enhancing case management, data integrity, reporting, and billing visibility across 10+ major clients
- Comprehensive Litigation Support:** Supported high-volume consumer finance litigation teams, providing support across thousands of matters from intake through resolution and trial preparation
- Multi-Practice Collaboration:** Built strong working relationships and supported attorneys and teams nationwide across multiple practice areas
- Conflicts & Merger Support:** Supported in-house legal team with firm-wide conflicts analysis and resolution during the Locke Lord/Troutman Pepper merger, assisting in tracking and resolving conflicts and waivers across thousands of matters
- In-House Secondment:** Selected to support a major mortgage servicing client to assist with subpoena responses and document productions on site at client's headquarters in St. Paul, Minnesota

Litigation Support & Case Management

- End-to-End Litigation Support:** Supported attorneys in all phases of litigation from case intake through resolution, including drafting pleadings and motions, coordinating filings, managing case organization and deadlines, and providing client updates
- Matter Intake & Case Coordination:** Communicated with clients regarding intake of new matters, documentation requests, settlement authority, service transfers, reporting requirements, and closing procedures, and responded to or routed inquiries to assigned attorneys
- Drafting & Case Development:** Drafted pleadings and motions, discovery requests and responses, case assessment memoranda, and case summaries for both active matters and business development purposes
- Legal Research & Memoranda:** Conducted legal and factual research and drafted memoranda supporting motions, briefs, and other legal filings
- Court Filings, Docketing & Calendar Management:** Electronically filed pleadings in federal and state courts, maintained organized pleadings indices, and managed shared calendars tracking deadlines across hundreds of matters for multiple litigation teams
- Docket & Case Monitoring:** Tracked dockets and key filings across hundreds of cases, providing timely updates and critical case developments to litigation teams

- **Trial & Deposition Preparation & Attendance:** Prepared materials for depositions, hearings, mediations, and trials, including exhibits, witness files, and summaries, and attended as necessary

Discovery, Data & Case Analytics

- **Discovery Management & Production:** Managed all phases of discovery in complex litigation matters, including document collection, organization, review, redaction, production, privilege analysis, and preparation of privilege logs and production indices using systems such as Disco and Relativity
- **Discovery Drafting:** Drafted discovery requests, objections, and responses
- **Data Retrieval & Records Analysis:** Analyzed data from client systems, including loan files, payment histories, foreclosure and bankruptcy records, servicing data, call logs, account coding, and property information
- **Data Analysis & Case Reporting:** Exported PACER data into Excel to develop case tracking spreadsheets and drafted memoranda detailing methodologies and analyses, including identification of potential class members

Client Relations & Reporting

- **Primary Client Liaison:** Served as the primary point of contact for the firm's largest revenue-generating client and highest-volume practice, facilitating communication between clients, attorneys, and internal teams
- **Client Reporting & Case Updates:** Responded to high-volume client requests for case information and provided pleadings, status updates, investor reports, and other reporting through litigation management systems to support business unit inquiries and case management needs
- **Reporting & Performance Tracking:** Delivered customized status reports across hundreds of cases to support litigation teams and client expectations

Systems Development & Operational Efficiency

- **Systems Development & Implementation:** Partnered with IT to develop and implement Case Tracker, a proprietary firm-wide case management system used to track case information and billing statistics across thousands of matters for 10+ consumer finance clients, helping to manage caseloads, streamline resolutions, boost profitability, and provide customizable reports for both clients and attorneys
- **System Administration & User Adoption:** Served as primary administrator for Case Tracker, overseeing data import and management, resolving system issues, supporting user adoption during rollout, and developing training materials, including a comprehensive user manual and presentations for the consumer finance practice group
- **Data Management & Reporting Systems:** Designed and maintained large-scale case tracking databases and reporting tools, including Excel-based systems used to manage over 700 matters, including 300+ multi-district cases, prior to Case Tracker implementation
- **Workflow Optimization & Cost Reduction:** Streamlined document management by centralizing the downloading, organization, and distribution of client documents, reducing non-billable administrative work, improving team efficiency, and supporting overall profitability
- **Process Standardization & Training:** Developed and implemented standardized client-specific document management procedures through detailed process documentation and delivered training to support consistent adoption across teams
- **Paralegal Utilization Strategy:** Identified opportunities to expand paralegal involvement in high-volume, fixed-fee matters and developed workflow frameworks and training materials outlining procedures for intake, case management, settlement, and closing to improve efficiency and consistency

Training, Knowledge Management & Team Leadership

- **Training & Development:** Trained attorneys, paralegals, and staff on client guidelines, procedures, client servicing platforms, and litigation management systems to ensure consistency and compliance
- **Training Materials & Process Documentation:** Developed training materials, memoranda, and presentations outlining case management processes, including intake, resolution, and closing procedures
- **Knowledge Management Systems:** Established and maintained a centralized SharePoint resource for client guidelines, procedures, and training materials used across the largest practice group in the firm
- **Team Coordination & Workflow Management:** Managed paralegal caseloads and coordinated assignments to ensure timely completion of work across high-volume matters
- **Technical Support & Issue Resolution:** Provided guidance on case management issues and delivered technical troubleshooting support to attorneys and staff

- **Process Improvement:** Identified and implemented workflow enhancements to streamline procedures, improve efficiency, and support profitability

Compliance, Risk & Cross-Functional Coordination

- **Conflicts & Matter Resolution:** Supported firm-wide conflicts analysis and resolution across thousands of matters, including coordination with internal teams, monitoring conflict processes, tracking conflict waivers, and assisting with closure of resolved matters during the Locke Lord/Troutman Pepper merger
- **Regulatory Compliance & Settlement Support:** Coordinated data collection and documentation for settlements, ensuring compliance with Class Action Fairness Act notice requirements and other regulatory obligations
- **Firm-Wide Initiatives & Systems Implementation:** Participated as a member of the litigation docketing committee, contributing to the development of conversion strategies and the selection of a new docketing system
- **Cross-Functional Coordination:** Collaborated with internal departments, including billing, conflicts, and docket teams, to resolve case, billing, and operational issues
- **External Liaison & Records Coordination:** Acted as liaison with external agencies, including title companies, to obtain and manage records related to litigation matters

The Roth Law Group, LLC, Chicago, IL

Paralegal, June 2007 – February 2009

Business Formation & Corporate Litigation

- **Business Formation & Compliance:** Coordinated entity formations, including entity registrations, EIN applications, state tax registrations, and local business licensing
- **Drafting & Subpoena Coordination:** Drafted pleadings and discovery and coordinated issuance of state and federal subpoenas
- **Case Management:** Managed collection matters from initiation through resolution, including tracking case activity, maintaining case documentation, and supporting attorneys throughout the litigation process
- **Court Proceedings & Case Monitoring:** Monitored court proceedings and provided status updates to attorneys and clients
- **Multi-Jurisdictional Filings:** Filed documents across multiple jurisdictions and agencies, including PACER, the Circuit Court of Cook County, Illinois, Secretary of State, and Recorder of Deeds

Steinberg & Steinberg, Ltd., Chicago, IL

Paralegal, January 2006 – June 2007

Condominium Law

- **Assessment Collections & Enforcement:** Managed enforcement actions to recover unpaid condominium assessments, including preparation and filing of notices of lien, 30-day notices, lien priority notices, forcible action complaints, summonses, notices by posting, affidavits for service by posting, petitions for attorneys' fees, and orders for possession
- **Foreclosure & Possession Proceedings:** Supported mortgage foreclosure matters, including preparation of appearances, answers, affidavits of prove-up, and petitions for attorneys' fees
- **Court Proceedings & Sales:** Attended public sales to ensure enforcement of court orders and recovery of unpaid assessments and legal fees
- **Title & Records Analysis:** Reviewed and analyzed title commitments and surveys
- **Payoffs & Lien Resolution:** Prepared payoff letters, lien releases, and related documentation
- **Compliance & Records Management:** Obtained certificates of good standing and certificates of insurance to support litigation and association compliance requirements

Park National Bank, Chicago, IL

Land Trust Administrator, August 2004 – January 2006

- **Land Trust & Real Estate Transactions:** Processed a high volume of land trust transactions, including conveyances, assignments, amendments, transfers of beneficial interest, plats of survey, leases, mortgages, collateral assignments/releases, and other related financial documents
- **Document Preparation & Trust Administration:** Prepared and issued trustee's deeds, pay proceeds letters, ALTA statements, certificates of beneficial interest, and disclosures
- **Title & Document Review:** Reviewed and analyzed title commitments, powers of attorney, small estate affidavits, and bonds in lieu of probate to ensure accuracy and compliance
- **Recording & Compliance:** Prepared and recorded deeds in trust in accordance with applicable legal and recording requirements

- **Litigation & Legal Notices:** Processed litigation-related documents, including subpoenas, citations to discover assets, and notices of building code violations
- **Trust Support & Coordination:** Supported the Vice President/Trust Officer with trust administration matters and related documentation

Skills & Technology

- **Practice Areas:** Complex litigation, class actions, consumer finance, banking & financial institutions, aviation, broker-dealer arbitration, business formation & corporate litigation, healthcare, condominium law, TCPA, personal injury
- **Litigation & Discovery:** Document review, productions, depositions, trial preparation, discovery management
- **Conflicts & Risk Management:** Conflict analysis, waiver tracking, merger-related conflicts resolution
- **Client & Case Management:** High-volume case support, client communications, matter coordination
- **Systems, Data & Reporting:** Case management systems, data tracking, reporting, process improvement
- **Case Management & Billing Systems:** Case Tracker (proprietary), CounselLink, Legal Tracker
- **Legal Research Platforms:** CourtLink, DataTree, LexisNexis, PACER, Westlaw
- **eDiscovery & Litigation Tools:** CaseMap, Concordance, Disco, LiveNote, Relativity, Reveal Review, TextMap, TimeMap
- **Loan Servicing Platforms:** CIS, DocVault, REALDoc, REALServicing
- **Document & Office Tools:** Adobe Applications, DeskSite, DTE/Intapp, iManage, Kofax Power PDF, LegalKey, Microsoft Office Suite, Nuance, SharePoint
- **Practice Management Systems:** PCLaw, Timeslips, Time Matters

Education

Roosevelt University, Chicago, IL

ABA Approved Certificate in Paralegal Studies, December 2005

GPA: 5.0/5.0 Honors Achievement

University of Illinois at Chicago, Chicago, IL

Bachelor of Arts in Criminal Justice, December 2003

Cumulative GPA: 4.81/5.0 Dean's List; Criminal Justice GPA: 5.0/5.0 College Honors and High Distinction

Certifications & Licenses

Palm Beach State College, West Palm Beach, FL

Florida Real Estate Sales Associate License, October 2018