



# TIFFANY B. CUNNINGHAM

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**Practice areas:** Banking & Financial Institutions Litigation, Broker-Dealer Litigation & Arbitration, Business Formation & Corporation Litigation, Condominium Law, Class Actions, Consumer Finance, Land Trust, Personal Injury, TCPA Litigation, Trust & Estate Litigation

## EDUCATION

Palm Beach State College, West Palm Beach, FL  
**Florida Real Estate Sales Associate License**, October 2018

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

## PROFESSIONAL EXPERIENCE

**Paralegal Impressions LLC**, West Palm Beach, FL | [www.paralegalimpressions.com](http://www.paralegalimpressions.com)

**Independent Paralegal**, August 2016 – Present

- Provide broad range of independent paralegal services to attorneys and firms nationwide

**LOCKE LORD, LLP**, Chicago, IL & West Palm Beach, FL

**Paralegal**, February 2009 – Present

Class Actions & Consumer Finance Practice Groups

- **Top performing paralegal firm-wide with 3,214 hours billed and \$405,000 in fees received in 2016**
- **Serve as primary support for class actions and consumer finance practice groups**
- **Worked in house for one month for one of the Firm's largest mortgage servicing clients**
  - Collected and produced documents and information in response to subpoenas

### **Supervise Client Relations**

- Served as primary point of contact for Firm's largest revenue generating client and highest volume practice
- Responded to clients' daily requests for case information needed to complete reports for business unit inquiries, case management, investor inquiries, and service transfers; routed daily client inquiries to assigned attorneys
- Provide clients with case information, pleadings, status updates, and investor reports via litigation management databases
- Correspondence with client regarding intake of new matters, case management, requests for information and records, settlement package submissions, reporting requirements, and closing procedures
- Provide litigation teams with customized monthly status reports for hundreds of matters

### **Provide Training for Attorneys, Paralegals & Support Personnel**

- Provide training for attorneys and paralegals to ensure compliance with clients' guidelines, policies, and procedures
- Provide training on the utilization of clients' systems and litigation management databases
- Prepare PowerPoint presentations and participate in consumer finance training sessions
- Prepare memoranda related to case intake, management, case resolution/settlement, and closing procedures
- Created, organized, and continue to maintain SharePoint site containing (1) clients' guidelines and procedures, and (2) training materials as needed for source of compliance and training for nationwide litigation team

#### **Assist in Management of the Consumer Finance Paralegal Team**

- Oversee paralegal caseloads; supervise assignment distribution to paralegals and ensure timely completion
- Provide advice and guidance for case management issues; provide troubleshooting for technical issues
- Optimize paralegal procedures to improve efficiency and maximize profit

#### **Develop & Implement Methods to Improve Efficiency, Lower Cost & Maximize Profit**

- Recommended centralization of client document downloading, organization, and circulation as a method to reduce paralegal time spent on these clerical, non-billable tasks; prepared transition memo to identify each consumer finance client's document management procedures; provided training to designated non-billable document management team
- Recommended more paralegal involvement during influx of fixed fee, routine matters; prepared chart identifying types of routine matters and how to complete all stages, including case intake, management, case resolution/settlement, and closing procedures; continue ongoing training

#### **Create & Maintain Databases Used to Organize Case Information & Files**

- Assisted IT team with development of proprietary web-based application called Case Tracker which is used to track matter information and billing statistics for 1000's of cases for 10+ clients firm-wide as needed to manage caseloads, ensure efficient case resolution, maximize profitability, and generate customizable reports for clients and attorneys; serve as primary administrator for data import and management; identify and troubleshoot user end issues for six months prior to firm-wide rollout; prepare Case Tracker manual and PowerPoint presentation for training sessions held for consumer finance practice group
- Prior to development of Case Tracker, created and maintained numerous Excel databases of case information, status reports, loan modification reviews, and billing data to manage 700+ matters including 300+ multi-district matters

#### **Conduct Research & Obtain Documents/Information**

- Monitor dockets and pleadings for hundreds of cases; provide litigation teams with case updates and significant filings
- Navigate clients' databases to obtain customer data, account coding, bankruptcy and foreclosure case details, call records, property data, payment histories, servicing notes, and loan files
- Export data from PACER to Excel to create spreadsheets of case data; create memoranda to outline process used and analysis of data (i.e., to identify potential class members)
- Perform legal research and prepare related memoranda used in motions, briefs, and other legal documents

#### **Draft & File Documents**

- Summarize complaints filed against existing and potential clients for business development purposes
- Draft litigation hold letters and pleadings; e-file pleadings with state and federal courts; maintain pleadings indices

#### **Manage Discovery**

- Manage and coordinate logistics for large discovery projects and document productions with third party vendors
- Draft discovery demands, objections, and responses
- Organize, review, Bates label, and redact documents for production; create production indices and privilege logs

#### **Prepare Materials for Depositions & Hearings**

- Prepare binders and exhibits for depositions, hearings, mediations, and trials
- Conduct legal and factual research by gathering information from a variety of resources
- Assist with case settlement; gather and organize data and information needed for settlement; notify regulators of class settlements and ensure compliance with CAFA requirements

#### **Create & Maintain Shared Calendars for Several Litigation Teams**

- Create and maintain shared calendars; track deadlines in hundreds of matters for several litigation teams

#### **Liaison Among Internal Departments & External Agencies**

- Serve on litigation docketing committee to participate in the docketing conversion strategy and selection of a new docketing system
- Serve as liaison with foreclosure counsel to coordinate transfer of files and provide case updates; organize foreclosure files
- Serve as liaison with numerous title companies to retrieve documents recorded against properties subject to litigation
- Assist billing team with resolution of billing issues
- Assist conflicts team with closure of resolved matters

**Roth Law Group, LLC**, Chicago, IL

**Paralegal**, June 2007 – February 2009

**Business Formation & Corporate Litigation**

- Coordinated business formations (registered with Secretary of State and obtained employer identification numbers, Illinois business tax Numbers, and city business licenses)
- Appeared at court to monitor case activity; provided reports to attorneys and clients
- Drafted pleadings and discovery; coordinated issuance of state and federal subpoenas
- Initiated and maintained all collection proceedings
- Filed documents via PACER, Circuit Court of Cook County, Secretary of State's Office, and Recorder of Deeds

**Steinberg & Steinberg, Ltd.**, Chicago, IL

**Paralegal**, January 2006 – June 2007

**Condominium Law**

- Launched legal proceedings to recover unpaid condominium assessments, including preparation 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
- Prepared payoff letters and lien releases
- Initiated legal proceedings for participation in mortgage foreclosure suits, including preparation of appearances, answers, affidavits of prove-up, and petitions for attorneys' fees
- Attended public sales to ensure orders were enforced in order to collect unpaid assessments and legal fees
- Reviewed and analyzed title commitments and surveys
- Obtained certificates of good standing and certificates of insurance

**Park National Bank**, Chicago, IL

**Land Trust Administrator**, August 2004 – January 2006

- Executed all incoming work, including conveyances, assignments, amendments, transfers of beneficial interest, plats of survey, leases, mortgages, collateral assignments/releases, and other related financial documents
- Issued trustee's deeds, pay proceeds letters, alta statements, certificates of beneficial interest, and disclosures
- Processed litigation/legal notices including subpoenas, citations to discover assets, and building code violations
- Reviewed and analyzed title commitments, power of attorney forms, small estate affidavits, and bonds in lieu of probate
- Prepared and recorded deeds in trust
- Assisted Vice President/Trust Officer with personal trust responsibilities

**TECHNICAL SKILLS**

**Case Tracker:** Assisted IT team with development of proprietary web-based application used to track matter information for 1000's of cases for 10+ consumer finance clients firm-wide

**Legal Research Services:** CourtLink, DataTree, LexisNexis, PACER, Westlaw

**Litigation Matter Management:** CounselLink, Legal Tracker

**Loan Servicing Platforms:** CIS, DocVault, REALDoc, REALServicing

**SharePoint:** Created, organized, and continue to maintain SharePoint site containing (1) clients' guidelines and procedures, and (2) training materials related to general practice, time entry and billing, discovery procedures, settlement negotiation, and legal writing

**Software:** Adobe, BeachesMLS, CaseMap, Concordance, Disco, DTE, Grossman, HotDocs, iManage DeskSite, LegalKey, LiveNote, MS Office Suite, Nuance, PCLaw, Quickbooks, Relativity, Reveal Review, TextMap, Time Matters, TimeMap, Timeslips, TrustDesk