

JASKARAN (JASSI) SINGH

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Skills & Qualifications:

- Trilingual in English, Punjabi, & Hindi; translate & interpret
- Demonstrated experience in Microsoft Office (Excel)
- Strong background in oral and written communication
- Proficient in graphic design, Canva

Education:

Bachelor of Arts, Political Science

08/20

Certificate in Legal Studies

GPA: 4.0

California State University, Fresno (Fresno State)

Relevant Coursework:

- Criminal Legal Process
- Methods of Analysis
- Legal Policy in Victim Services
- Constitutional Law
- Undergrad Honors Thesis
- Appellate Court Proceedings and Advocacy

Experience:

Case Administrator, American Arbitration Association, Fresno, CA

03/21 to present

- Responsible for providing case management of alternative dispute resolution (ADR) services.
- Serve as an impartial liaison to the parties and their representatives.

Legislative Scholarship Intern, Kenneth L. Maddy Institute, Fresno, CA

10/19 to 01/20

- Served at the discretion of Council President Esmeralda Soria, provided exceptional customer experience to the public via telephone, email, and in-person district meetings.
- Organized and carried out the 7th annual holiday toy drive for a low socio-economic grammar school serving over 700 local families.
- Conducted a comparative analysis project for electric scooters in relation to energy efficiency and public nuisance.

Lead Customer Service Supervisor, CVS Health Drugstores, Fresno, CA

11/16 to 12/20

- Developed and conducted "Leading with Heart" customer service training for seven district stores resulting in 30 basis points improvement over the target in 5 months and 20% revenue improvement.
- Utilized leadership skills to oversee 12 frontline and pharmacy employees; Monitored team performance and coached customer service.

Legal Administrator, American Moot Court Association, Fresno, CA

08/18 to 05/20

- Implemented and facilitated oral advocacy training for 10 moot court team members under the tutelage of Attorney Gina Wallace.
- Directed legal drafting for the annual supreme court case from a memo to effective constitutional arguments.

Memberships/Leadership Experience:

Member & Executive Treasurer, Pi Sigma Alpha, Fresno, CA

08/19 to 05/20

- Coordinated with National headquarters to represent Fresno State as their first student presenter at the National Student Research Conference in Washington, D.C.

Member & Executive Treasurer, American Moot Court Association, Fresno, CA

08/19 to 05/20

- Conducted fundraising campaigns to allow two national-qualifying teams to participate in the intercollegiate Championship Tournament held in Baton, Rouge, LA.
- Constructed oral arguments and rebuttal leading to five Fresno State Mooters ranking Top 10 among oral advocates in the Western Region National Qualifier.