

Leah Obrien

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SUMMARY

Judicial and legal operations professional with four years and eight months of clerical and specialized legal document experience in public service settings. Coordinates daily intake, records workflows, **document preparation**, case **file maintenance**, deadline controls, and customer service while supporting accurate movement of civil and criminal matter records. Provides practical team leadership through work allocation, peer coaching, quality checks, and escalation of unusual filing issues. Examines summons packets, declarations, notices, service records, motions, correspondence, hearing materials, and supporting attachments against **written procedures**. Maintains confidential electronic and paper records with clear audit trails, explains procedural requirements without offering legal advice, and collaborates with clerks, attorneys, self represented parties, and justice system personnel. Types above **40 net words per minute** and brings formal preparation in public administration, dependable judgment, and steady service at each point of contact.

EXPERIENCE

Senior Legal Records Clerk

March 2024 - Present

Island Legal Services Center

Kailua, HI

Leads daily intake and records operations for a six person clerical group, balancing document review, filing readiness, public communication, deadline control, and staff coaching. Supports attorneys and clients through dependable case information, orderly records, and timely escalation of unusual issues.

- Assigned daily priorities across six clerks, then checked filings for complete information before attorney review.
- Examined summons packets, **declarations**, notices, motions, and **service records** against matter indexes and deadline controls.
- Coached new clerks on naming rules, confidentiality, filing sequences, and approved customer communication practices.
- Reconciled electronic and paper records, resolving duplicate entries and missing attachments before hearings and deadlines.
- Explained document status and procedural next steps, escalating **legal** questions to qualified staff for response.
- Compiled weekly case tracking summaries, highlighting aging items, upcoming deadlines, and recurring quality concerns.

Judicial Services Clerk

January 2022 - February 2024

Oahu Justice Support Office

Honolulu, HI

Processed civil and criminal court documents while supporting hearing preparation, public counter coverage, records entry, and confidential information control. Served as rotating lead, trained incoming clerks, and helped keep time sensitive materials moving through established review channels.

- Processed civil and criminal forms, checking captions, signatures, dates, case numbers, and attachments against procedures.
- Prepared **hearing notices**, file jackets, **docket materials**, and routing packets for scheduled courtroom support review.
- Entered case updates into records systems, reconciling source documents before finalizing confidential transactions.
- Organized public counter coverage, answered procedural questions, and escalated complex requests to senior clerks.
- Trained two incoming clerks on filing conventions, scanning, retention, and **customer service** standards.
- Maintained typing speed above **40 net words per minute** while preparing time sensitive **court** correspondence.

Clerical Specialist

January 2021 - December 2021

Harbor Administrative Services

Pearl City, HI

Handled general clerical operations in a public facing administrative office, supporting correspondence, records intake, data entry, appointment information, scanning, and customer inquiries. Earned lead coverage assignments after demonstrating accurate records work, dependable attendance, and calm priority management.

- Managed correspondence, data entry, appointment records, scanning, and customer inquiries for a public office.
- Applied **written procedures** to route records, verify required fields, and return incomplete submissions with clear instructions.
- Maintained shared electronic files and physical records using consistent naming and retention practices for faster retrieval.
- Prepared letters, logs, and status reports, proofreading names, dates, addresses, and reference numbers before release.
- Covered front desk service during peak periods, directing visitors and documenting unresolved requests for follow up.
- Earned lead coverage assignments after demonstrating dependable attendance, accurate records work, and calm priority handling.

LEADERSHIP & AWARDS

- Selected for lead coverage assignments after demonstrating dependable attendance, accurate records work, and calm priority management.
- Recognized through progressive responsibility for peer coaching, work allocation, quality checks, and clerical workflow coordination.

EDUCATION

Bachelor's Degree in Public Administration

2020

University of Hawai'i at Mānoa GPA: 3.5

Honolulu, HI

Coursework: Public Policy, Administrative Law, Organizational Management, Public Finance

CERTIFICATIONS

- Legal Office Procedures Certificate 📅 2025
- Valid Driver's License 📅 2025

TECHNICAL SKILLS

- **Court Records Systems:** Case tracking, electronic records, docket materials
- **Legal Document Processing:** Summons, declarations, notices
- **Records Management:** File maintenance, retention, audit trails
- **Office Applications:** Word processing, spreadsheets, email
- **Document Scanning:** Scanning, naming conventions, electronic filing
- **Quality Control:** Completeness checks, proofreading, reconciliation
- **Clerical Operations:** Intake, routing, correspondence
- **Customer Service:** Public counter, procedural communication, approved scripts
- **Supervisory Support:** Work allocation, peer coaching, feedback
- **Court Workflow:** Hearing notices, docket packets, deadline tracking
- **Legal Administration:** Civil matters, criminal matters, legal terminology
- **Typing And Data Entry:** Typing 40 WPM, data entry, case updates

SKILLS

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|-------------------------|--------------------------|------------------------|---------------------------------|
| • Court Records | • Clerical Supervision | • Legal Terminology | • Written Procedures |
| • Legal Forms | • Team Leadership | • Confidential Records | • Customer Service |
| • Document Processing | • Public Counter Service | • Quality Review | • Electronic Records Management |
| • Case File Maintenance | • Typing 40 WPM | • Deadline Tracking | |

PROFESSIONAL AFFILIATIONS

- Public administration professional with sustained service in legal records and justice support environments.
- Court and legal office teams, supporting confidential records, procedural communication, and orderly document movement.

LANGUAGES

- English (Native)
- Hawaiian (Beginner)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST