**Gwendolyn Richards**

301.535.3996 | grichards1960@yahoo.com

**Security Clearance:** MBI / Public Trust

U.S. Citizen

**WORK SUMMARY:** Accomplished Records/Document Management Specialist with more than 10 years of document management and records management experience supporting C Level Executives at major law firms in Washington, DC. Worked as a trial logistics assistant; traveled with trial team to trial locations; managed trial documents. Revised documents for trial team for use in court. Team Lead on discovery stage to manage large documents. Demonstrated excellent written and verbal communication, presentation, and interpersonal skills. Excellent computer skills; strong word processing, database management and spreadsheet skills, and data loading experience. Knowledge of organizational structure and the transformation initiative, to interpret, adapt and apply guidelines and procedures. Ability to make decisions and judgments on sensitive, confidential issues. Able to respond to changing circumstances and priorities in a focused and timely manner. Train staff and management on file management processes. Prepare and distribute legal and confidential memoranda to staff, following protocols to ensure preservation of hard copy and electronic evidence. Review incoming Records Destruction requests for any legal hold and provide approval/non-approval to departments. Managed closed cases for off-site storage; and process, organize and retrieve off-site files. Process and record all incoming mail deliveries for distribution to appropriate division

PROFESSIONAL EXPERIENCE:

**Securities and Exchange Commission (SEC), Office of the Secretary July 2016-Present**

***Document/Information Management Specialist/Legal Administrative Specialist [Contractor]***

* Download document productions from multiple onsite file sharing systems.
* Create archive media copies of data and data files.
* Perform complex administrative tasks and analyses to maintain organization, communication and performance, and advance the work of the group, including communication of the processes, activities or requirements of the business unit or project to customers or other business units.
* Administration of legal fee engagements. Resolve issues, and review, monitor, and analyze expenditures and variances.
* Enter and update all relevant information into Department of Justice Antitrust Division proprietary tracking database, CMTS
Create production media copies from network location source media.
* Virus scan files and copy data files to specified network locations.
* Notify Case Manager of any issues and/or concerns with production information provided by staff in CMTS.
* Conduct research, schedule, coordinate and prepare deliverables and communications, and provide training support.
* Recommend, interpret, and implement company and internal administrative policies and procedures.
* Document administrative practices and procedures
* Execute activities and ensure collaboration with teams or business groups in achievement of divisional goals or objectives.
* Monitor and track progress against business objectives to deliver results.
* Collect and analyze data to formulate continuous improvement strategies.
* Encourage team members to streamline efficiencies and drive productivity.
* Devise creative and effective solutions to streamline efficiencies and drive productivity.
* Serve as principal point of contact in responding to inquiries from internal and external customers.
* Communicate with team members to identify necessary implementation for installation of technology enhancements to support business needs.
* Communicate with clients, service providers, or corporate administrative units in coordinating services, deliverables, or meetings.
* Compile information for division meetings, and for meetings with other divisions.
* Draft and update Guidance procedure document for processing of Adjudicatory Administrative Proceedings orders for posting to SEC website.
* Scheduling quarterly reports and providing AD reports from the HUB portal.
* Manage case closings.
* Assisting with hiring process, including supporting interview scheduling, data collection and material collection and distribution.
* Manage team of (10) related to process of scanning/redacting PDFs for posting to SEC website.
* From information provided by SEC personnel and with SEC staff oversight, perform highly complex clerical, administrative and secretarial duties to assist senior managers and professional members of Division or Office that involve confidential or sensitive issues and information, such as tracking and disseminating internal reports and data, filing such reports, providing initial drafts of correspondence and memoranda or proofreading drafts provided by SEC staff, gathering information from the public and senior staff for action by SEC personnel.
* Proficient in MS Office Suite (Excel, Word, Outlook, PowerPoint). Ability to work using both Microsoft Windows systems and SharePoint.
* Maintains and updates CaseTracker and log of existing or archived Concordance databases.
* Performs intake and tracking of files in Excel spreadshets.
* Scans paper documents to PDFs, renders PDFs OCR searchable, creates bookmarks, and adds bates numbering.
* Creates productions from Adobe PDF.
* Troubleshoots technical issues with electronic files.
* Create privilege logs in Microsoft Excel.
* Create pages, InfoPath forms, lists, and libraries in SharePoint.
* Create and modify PDF forms in Adobe Acrobat.

**American Cancer Society Feb 2016-Jul 2016**

***Executive Assistant/Document Manager [Contractor]***

**American Society for Microbiology (Office of the CEO and COO) Sep 2015-Jan 2016**

 ***Document/File Manager/Meetings Coordinator/Executive Assistant [Contractor]***

**Georgetown University Hospital (Dept. of Anesthesiology) Aug 2015-Sep 2015**

 ***Executive Assistant to President [Contractor]***

* Trial Legal Assistant, Logistics Manager, Document Management.
* Managed eDiscovery Projects.
* Maintained records database of more than 20 million records.
* Provided support and assistance in the development, writing, implementation, and management of policies, processes, and programs in the areas under the jurisdiction of the Deputy President.
* Streamlined document management for all projects for the society.
* Ensured proper documents were created and signed.
* Reviewed records, personnel policies and practices, and identified record keeping systems and types of records maintained in order to procure evidence of compliance or non-compliance with the APTS database.
* Managed All data for accuracy and insured documents were properly stored and adhered to company guidelines.
* Provided travel arrangements for Deputy President and 11 Program Directors using Concur Travel Software.
* Maintained PCard, Travel & Expense database.
* Prepared PowerPoint, Excel, MS Word presentations for Deputy President.
* Managed Outlook Appointment Calendar for Deputy President.
* Processed Talent Acquisition Division onboarding of new employees.
* Screen internal and external correspondence, emails, memos, and reports as required by assignment; assess priority and distribute in a timely manner.
* Create and maintain case lists.
* Proactively think ahead to meet and exceed expectations of attorneys.
* Enter contacts, update information and create event lists and mailing lists.
* Collaborate with fellow LEAs to achieve successful request completion or resolution to the attorney’s and Firm’s satisfaction.
* Create, edit and process client bills as applicable.
* Enter, proofread and finalize timesheet diaries.
* Create, format, edit, proofread, compare, print, scan and photocopy documents in Word, Excel and PowerPoint.
* Prepare faxes, PDFs and duplicating.
* Answer phones; take and communicate accurate messages with appropriate urgency and follow up as necessary, route calls to appropriate legal and non-legal staff members.
* Coordinate absence memorandums per attorneys’ specifications.
* Arrange, coordinate and organize travel with support from onsite agents and the online travel booking too.
* Prepare and submit expense reports and reimbursements.
* Manage conference room reservations; organize services/set ups, advise building’s lobby desk of visitors.
* Manage filing in iManage, litigation workspace, and personal workspaces.
* Index and maintain file drawers as necessary.
* Participate actively in the development and maintenance of LEA shared resources.
* Perform personal tasks (not limited to printing, filling out applications, billing, etc.).
* Train new LEAs, intern attorneys on department systems, policies and procedures.
* Records Management: - Creation and Receive - Maintenance and Use.
* Performed organization (indexing).
* Performed assigned security.
* Performed data entry.
* Performed and implement appropriate retention.
* Processed incoming offsite records.
* Archival Preparation.
* Prepared records inventories.
* Performed Scanning/Digitization (paper conversion).
* Conducted research (electronic/physical).
* Created and perform box inventory indexing and culling.
* Performed and maintain electronic inventory tracking.
* Proofread, edited, and corrected text files created using Optical Character Recognition (OCR) programs such as Adobe Acrobat.
* Created guidance for accomplishing litigation support assignments.
* Created Privilege Logs.
* Documented acquisition related tasks.
* Proofread and edit deliverable products.
* Often worked with minimal supervision.
* Maintained client files.
* Retrieved and copy case file materials.
* Created witness binders.
* Prepared deposition and trial exhibits.
* Entered data on-line to case files and other databases.
* Proofread, edited, corrected text files created using Optical Character Recognition (OCR) programs such as Adobe Acrobat.
* Retrieved documents from microfilm and digital image media.
* Created tabs, numbers, labels, assemble documents.
* Maintained log sheets and reports on task progress.
* Performed quality control documents.
* Prepared documents for image scanning; perform other document collection related activities including document screening, and labeling of files to be scanned.
* Performed database searches.
* Worked independently on tasks without the need for continuous input from staff, attorneys during trial, including courtroom locations.
* Provided administrative and legal support to Owner and associate attorneys.
* Managed extensive research, project management, travel arrangements.
* Prepared and managed more than 200 active client files for witnesses, discovery, pleadings, trial and exhibit binders.
* Prepared and electronically filed motions, orders and moving papers for various courts within District of Columbia, Virginia and Maryland.
* Maintained filing system for more than 200 active clients.

**Law Office of Jeffrey J. Downey, P.C. Sep 2007-Dec 2015**

 ***Special Legal Assistant to Jeffrey J. Downey, Esq. [Contractor]***

**Winston & Strawn, Department of Antitrust Litigation Aug 2007-Jun 2011**

 ***Litigation Assistant***

**Robins Kaplan Miller & Ciresi, Department of Antitrust Litigation Dec 2003-Aug 2007**

 ***Database Manager/Trial Assistant/Litigation Assistant***

* Supported Senior International Partner, Sr. Legislative Associate, Sr. Litigation Associate, and General Practice Associate.
* Provided administrative and legal support to Managing Partner of Antitrust Practice for more than 10 offices throughout the United States (U.S.) and International offices.
* Managed projects and served as primary liaison between client and multiple internal groups to ensure clarity of goals and quality and adherence to deadlines.
* Prepared and electronically filed motions, orders and moving papers for various courts within the U.S.
* Maintains electronic and hard copy files, including scanning or copying documents and updating databases to track document status and location, retrieving documents/files as requested, and refiling documents/files.
* Works with the SEC’s document management system, SharePoint, as well as other tracking databases and spreadsheets, to enter data, generate reports.
* Prepares reports and performs other tasks in support of contract. Routing documents for review and gathering data in response to data calls.
* Entered data on-line to case files and other databases, proofreading, editing, correcting OCR'd text files.
* Tabbing, numbering, labeling, assembling documents; filling out log sheets and reporting on task progress; and performing quality control on own work and the work of peers in all of these areas.
* Prepared documents for image scanning; performs other document collection related activities, including document screening, and labeling of files to be scanned, prepare files for document review.
* Performed simple database searches.
* Proven knowledge of ability to perform detailed work consistently, accurately, and under pressure, typing/keyboarding skills and good communication skills.
* Proven user knowledge of the Government's office and network environment, including but not limited to, word processing, database, spreadsheet, imaging, and telecommunications systems.
* Litigation case management.
* Managed Litigation Workspace database of more than 250,000 documents.
* Act as a liaison between attorneys and other departments throughout the Firm.
* Understand request requirements by reviewing requests thoroughly clarifying needs and asking thoughtful questions.
* Resolve issues with a high level of attention to attorney preferences.
* Provide accurate, valid and complete information in response to requests by resourcefully leveraging available tools and systems.
* Request and follow-up on conflict checks.
* Open new client matters and submit electronic approvals, as needed.
* Serve as an ambassador for both the Firm and assigned attorneys in interactions with clients.
* Coordinate audit response letters.
* Heavy calendaring in Outlook as required by assignment; manage contacts lists and send meeting invitations.
* Act as a proactive gatekeeper of attorneys’ calendar and time.
* Screen internal and external correspondence, emails, memos, and reports as required by assignment; assess priority and distribute in a timely manner.
* Create and maintain case lists.
* Proactively think ahead to meet and exceed expectations of attorneys.
* Enter contacts, update information and create event lists and mailing lists.
* Collaborate with fellow LEAs to achieve successful request completion or resolution to the attorney’s and Firm’s satisfaction.
* Create, edit and process client bills as applicable.
* Enter, proofread and finalize timesheet diaries.
* Create, format, edit, proofread, compare, print, scan and photocopy documents in Word, Excel and PowerPoint.
* Prepare faxes, PDFs and duplicating.
* Answer phones; take and communicate accurate messages with appropriate urgency and follow up as necessary, route calls to appropriate legal and non-legal staff members.
* Coordinate absence memorandums per attorneys’ specifications.
* Arrange, coordinate and organize travel with support from onsite agents and the online travel booking too.
* Prepare and submit expense reports and reimbursements.
* Manage conference room reservations; organize services/set ups, advise building’s lobby desk of visitors.
* Manage filing in iManage, litigation workspace, and personal workspaces.
* Index and maintain file drawers as necessary.
* Conduct research as requested.
* Participate actively in the development and maintenance of LEA shared resources.
* Perform personal tasks (not limited to printing, filling out applications, billing, etc.).
* Train new LEAs, intern attorneys on department systems, policies and procedures.
* Managed documents in Concordance database, CaseMatters database, iManage/PCDocs database, and Trial Director database.
* Managed administrative and legal documents for Managing Partner of Antitrust Practice, Senior Associates, Healthcare Litigation Attorneys and Paralegals.
* Managed and prepared inventory for shipping, shipping forms/documentation for equipment used at trial site. Managed logistics while at trial.
* Request and follow-up on conflict checks.

**Software:** Concordance, Case Matters Workspaces, Win Zip 8.0, Trial Director software, Hummingbird DM, PCDocs, Document Director, Microsoft Office Suite, SharePoint 2010/2013/2016, Acrobat Adobe, WordPerfect, RightFax Software, Deltaview, Webview, Self-Service Database, PatPDF4, CompareRite, WordArt, DTE, Monroe 10-digit Calculator, Lanier Transcriber, Digital Dictating/Transcription Equipment, TimeTrax, Digital Service Card, and Letter Log.

**Skill Highlights:** Account Management, Calendaring, Report Development, Problem Resolution, Administrative Support, Meet Deadlines, Schedule Management, Legal Administrative Support, Project Planning, Data Collection, Business Correspondence, Client Relations, Filing, Spreadsheet Development and Maintenance, Database Management, PowerPoint Presentations, APTS (Administrative Proceeding Tracking System), SharePoint Document Management, and Digital Service Card Data Management System. Skilled in the following tools: Adobe Acrobat, Microsoft Office applications (including Outlook, Word, PowerPoint, Excel, Concordance, OneNote), iManage, SharePoint document management software, and ASCENT legal billing software. Experience using SharePoint, and scheduling software to book events and related reporting systems.

**Education:** Washington School for Secretaries: Executive Assistant Services

(C-Level Executives) - Certification

 Eleanor Roosevelt High School – Diploma

**References:** Upon request