

# Haren Pepito

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Danao City, Cebu

## Experience

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### Legal Assistant

Bahe Cook Cantley & Nefzger PLC • Louisville, KY

09/2024 - Present

- **Document Management:** Prepare, proofread, and format legal documents such as contracts, pleadings, affidavits, and correspondence. File documents with courts or government agencies as required.
- **Client Communication:** Communicate with clients to schedule meetings, collect necessary information, and update them on case progress.
- **Administrative Support:** Maintain calendars for attorneys, schedule appointments, coordinate meetings, and manage deadlines.
- **File Maintenance:** Organize and maintain digital case files, ensuring all necessary documentation is accessible and up to date.
- **Billing Support:** Assist with preparing invoices, tracking billable hours, and processing payments.
- **Coordination with Third Parties:** Liaise with courts, opposing counsel, and other external parties to facilitate casework and obtain necessary information.

### Case Manager

Keller Postman LLC • Chicago, IL

03/2024 - 09/2024

- **Case Management and Organization:** Maintain and manage case files, ensuring all relevant documents are up-to-date and easily accessible.  
Track case progress, deadlines, and important milestones using case management software.
- **Client Communication:** Serve as the primary point of contact for clients, providing updates on case progress and answering general inquiries.  
Collect client information, documentation, and other necessary materials for case preparation.

### Case Manager and Intake Specialist

CaseWorks LLC • Austin, TX

11/2022 - 01/2024

- **Case Organization and Oversight:** Maintain and update client case files, ensuring all documentation is current and accurate.  
Track case progress, deadlines, and important milestones using case management systems.
- **Client Support and Communication:** Serve as the primary point of contact for clients, providing updates on case status and answering questions.  
Coordinate with clients to gather necessary information, forms, and evidence related to their cases.
- **Case Screening and Evaluation:** Conduct initial interviews to gather key information about the client's case, including facts, concerns, and goals.  
Assess the viability of the case and escalate qualified leads to attorneys for review.
- **Data Collection and Documentation:** Record detailed notes and input client information into the case management system.  
Gather preliminary documents, such as medical records, contracts, or police reports, as needed for evaluation.
- **Client Onboarding:** Guide clients through the onboarding process, ensuring all required forms, authorizations, and agreements are completed.  
Explain the next steps in the legal process and set expectations.

### Trainer

Delta Trading Group • Tucson, AZ

02/2021 - 09/2022

- **Started as an Appointment Setter**, managing client records and scheduling through CRM communications.
- **Promoted to Compliance and Accounting Officer**, verifying client adherence to regulations, facilitating online academy registration, handling accounting tasks, and addressing service inquiries.

- **Promoted to Trainer**, developing training materials and SOPs, training new agents, monitoring performance, and conducting weekly updates

## **Skills**

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Intake Experience, Appointment Scheduling, Onboarding, Customer Service, Case Management

## **Education**

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### **Bachelor of Elementary Education Major in Special Education**

Colegio de San Antonio de Padua • Danao City, Cebu

03/2019

## **Achievement and Certificate**

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- **Personal Injury Law Basic Training (2024)**
- **Licensure Examination for Professional Teachers Passer (2019)**