

DIANE LOUIS

323 Webster Avenue Brooklyn, New York 11230 Phone · (347) 242-6529 · Email: dianelouis211@yahoo.com

CAREER OBJECTIVE

To obtain a challenging position in Customer Relations while utilizing past experiences to become an asset to the organization.

ACADEMIC ACHIEVEMENTS

2010-Present **New York City College of Technology**, Brooklyn, New York
CUNY- B.A. Advertising and Graphic Arts- Expected Graduation September 2012.

2005-2007 **New York City College of Technology**, Brooklyn, New York
A.A – Graphic Arts and Production

2002-2005 **New York City College of Technology**, Brooklyn, New York
A.A - Liberal Arts Degree obtained January 2006 - *Minor: Marketing*

1998-2002 **Murry Bergtraum High School**, New York, New York
High School Diploma Specializing in Finance/ Regents Endorsed Diploma

PROFESSIONAL EXPERIENCE

07/09- Present **Law Offices of Louis C. Fiabane**, New York, New York

Legal Assistant

- Maintain content-specific case files for attorneys reflecting supporting forms, documentation and photographs.
- Prepare legal documents including but not limited to pleadings and subpoenas.
- File and serve documents of a legal nature with the courts and opposing counsel.
- Answer direct attorney phone lines and act as liaison between clients and attorneys.
- Organize necessary files for upcoming client consultations, depositions and trials.
- Gather information in preparation for litigation.
- Schedule and track appointments, court appearances, and depositions.
- Maintain calendar, expenses, faxing, filing, travel, correspondence and updated client's file regularly.

06/08-03/09 **Titan Worldwide**, New York, New York

Executive Assistant /Sales Coordinator

- Gathered necessary information from competitor or client in order to produce proposals.
- Maintained maps and charts of outdoor media locations by way of Adobe Illustrator.
- Compiled photos of outdoor media for completion reports.
- Generated contracts and processed material orders.
- Answered all calls related to the company affairs on multiple phone lines.
- Prioritized then dispatched all calls to designated departments.
- Sustained and reviewed website for constant updates.

02/05-05/08

Arbor WeCARE, Brooklyn, New York

Administrative Assistant /Client Service Representative Coordinator

- Achieve a promotion from Jr. Case Manager to CSR Coordinator within six months from acquiring the position.
- Supervised five Client Service Representatives.
- Manage client flow and problem solving.
- Facilitate child care appointments and entered all codes in the New York Human Resource Administration data base.
- Record all daily statistics, (shows, no shows, reschedules) and initiated outreach.
- Created various logs in order to track daily flow of clients and provide necessary information for billing reports.
- Conduct all duties required to facilitate and operate a working environment thus providing exceptional service.

04/00-05/04

United Skates of America, (Empire Roller Rink) Brooklyn, New York

Administrative Assistant/Risk Manager 04/02- 05-04

- Conducted follow up to injured customers.
- Reviewed videos for litigation purposes.
- Represented original videos at dispositions.
- Coordinated performance improvements for risk reduction.

Supervisor 01/01- 04/02

- All game maintenance assisted all customers with token and mechanism problems.
- Implemented staff shop guidelines for register attendants and social security workers.
- Inventory and cost of goods analysis.
- Provided purchasing policies for all consumer products.
- Promoted for marketing and sales.

Cashier 04/00- 01/01

- Analyzed all aspects of finance including income statements and balance sheets.
- Verified cash revenues against register receipts.
- Improved cost service by implementing company policies on customer relations.

TECHNICAL EXPERTISE

Software: Microsoft Office Suite (Word, Excel, Power Point, Access, and Outlook); Quark Express, Adobe Photoshop, Adobe Illustrator, Acrobat 8, QuickBooks.

Business courses: Accounting, Marketing, Business Management

Miscellaneous Skills: Light Web Design, Visual/ Showcases and Displays

Keyboarding: 45 words per minute

Language: Fluent in Haitian Creole