

Jessica Wills JD C.V. Mediator – Orlando, Florida

Barry University School of Law Graduate

Barry University - Dwayne O. Andreas School of Law

Barry University - Dwayne O. Andreas School of Law

Orlando, Florida Area

I am a hardworking, driven, ambitious, unique, and individual. I love to be challenged in my work and believe in completing all tasks with efficiency and diligence. I have a positive attitude and outlook on life and I wish to find a career one day that I love.

Experience

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Externship Coordinator

Company Name Barry University - Dwayne O. Andreas School of Law

Dates Employed Aug 2017 – Present

Employment Duration 6 mos

Location Orlando, Florida

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Supreme Court Certified County Court Mediator

Company Name State of Florida

Dates Employed Jan 2016 – Present

Employment Duration 2 yrs 1 mo

Location Orlando, Florida Area

Neutral Mediator of parties who have been court ordered to appear in pretrial mediation to solve small claims issues prior to going to trial.

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Personal Assistant

Company Name The To-do Guru

Dates Employed Sep 2012 – Present

Employment Duration 5 yrs 5 mos

I offer affordable help to the business person on the go, Parents with a lot on their plates, small businesses, families of any size, and even Pets! Everything is covered from everyday lifestyle services to business and office services. The To-Do Guru is dedicated to making your needs top priority. By utilizing personal assistant services you will be happy to see you have more time and energy for the things you love!

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Economic self sufficiency specialist

Company Name State of Florida

Dates Employed Feb 2017 – Aug 2017

Employment Duration 7 mos

Location Orlando, Florida

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Financial Services Advisor

Company Name JPMorgan Chase

Dates Employed Feb 2011 – Aug 2012

Employment Duration 1 yr 7 mos

Inbound Call Center position in which I assisted customers with issues regarding their Chase Brand Credit card accounts.

Processed credit inquiries

Offered in depth explanations into Interest Rates and Regulations

Handled high volume calls in an organized manor

Received may certificates for meeting departmental statistics

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Risk Operations and Fraud Analyst

Company Name JPMorgan Chase

Dates Employed Sep 2006 – Jul 2009

Employment Duration 2 yrs 11 mos

Customer Service position where I helped customers solve issues with fraud on their bank accounts and misplaced or mischarged funds.

Daily Phone and Computer work initiating chargebacks

Kept documents in order and faxed to their correct destinations

Received several awards for outstanding performance and team work

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Card Customer Services Rep

Company Name FACS Corp Macys Card Services

Dates Employed Jun 2006 – Sep 2006

Employment Duration 4 mos

Customer service position where I helped customers with credit card issues, orders, receipt orders, and raising credit limits

Daily Phone and Computer Work

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Front Desk Representative

Company Name Kings Island Inn and Suites

Dates Employed Apr 2005 – Sep 2005

Employment Duration 6 mos

Checked customers in and out of their rooms, assisted them in finding rental transportation and things to do in the area, took reservations over the phone and internet, and processed payment paper work.

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Receptionist

Company Name Kings Ford

Dates Employed Sep 2004 – Apr 2005

Employment Duration 8 mos

Dispatched calls to the Salesmen of the dealership, Answered general customer questions that
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Education

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Barry University - Dwayne O. Andreas School of Law

Degree Name Juris Doctor

Field Of Study Law

Dates attended or expected graduation 2013 – 2016

Activities and Societies: Black law students Association

mastered legal research and writing, learned to communicate clearly and effectively in team settings and with others. I have also picked up the thinking analytically while seeing both sides of issues.

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Full Sail University

Degree Name Master of Science (MS)

Field Of Study Entertainment and Sports management

Dates attended or expected graduation 2016 – 2017

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The Ohio State University

Degree Name Bachelor of Arts (B.A.)

Field Of Study Political Science and Government

Dates attended or expected graduation 2005 – 2009

Earned Bachelor of Arts in Political Science, member of The Alpha Kappa Alpha Sorority Incorporated, served Big Brothers Big Sisters organization