

# JESSICA GONZALEZ

HEARING REPRESENTATIVE, WORKERS COMPENSATION

## PROFESSIONAL SUMMARY

Highly organized and detail-oriented professional with strong work ethic and dedication to achieving goals. Skilled at developing and maintaining documentation systems, analyzing data, developing strategies and providing solutions. Knowledgeable in project management principles, business processes and customer service best practices. Personable and communicative.

## EXPERIENCE

### Hearing Representative, Workers Compensation

JAN 2024 - PRESENT | Misa Stefen Koller Ward, LLP, Westminster, CA

- Review claims files and provide thorough analysis of lien issues.
- Analyze and implement liens strategy and resolution plans at file level; direct cases toward resolution; thoroughly document all activities in file.
- Research case law, statutes and regulations on a variety of topics including lien resolution.
- Transform data researched into practical solutions.
- Ensure efficient and cost-effective resolution of liens.
- Attend lien hearings and negotiate resolution within appropriate financial authority, parameters set by department leadership, and in accordance with all applicable laws and resolutions.

### CAMS Coordinator

NOV 2012 - AUG 2021 | Profitable Solutions Institute, Inc., West Hollywood, CA

- Trained staff, established and monitored goals.
- Collected and entered data, generated reports, and produced documents.
- Resolved issues, escalating major problems to manager.
- Traveled to assist clients.

### Paralegal

OCT 2004 - OCT 2012 | Jackson Tidus, A Law Corporation, Irvine, CA

- Edited and proofread legal documents to verify accuracy.
- Helped attorneys prepare for trial.
- Attended court hearings and depositions to document proceedings.
- Managed department, including 6 employees.

## CONTACT

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Westminster, CA 92683

## SKILLS

- Schedule Management
- Document Control
- Team Oversight
- Staff Management
- File and Data Retrieval
- Professional Networking
- Assignment and Project Coordination
- Correspondence and Reports
- Presenting Ideas and Plans
- Staff Training
- Research and Analysis

## EDUCATION

### Bachelor of Arts in Political Science & Communications

University of New Mexico,  
Albuquerque, NM

- Awarded UNM Presidential Scholarship
- Graduated Magna Cum Laude from University Honors Program
- Elected to Phi Beta Kappa Honors Society
- Awarded National Collegiate Communication Arts Award

### Certification in Paralegal

University of California, Irvine