

Angelia Bates

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PROFILE

I collectively have 30 years of legal and mortgage servicing experience. Currently, I am looking to transition into a freelance technical writer position. Although, my current profession is a paralegal, I have expericene in design and technicalwriting. I am dedicated and open-minded. I thrive in a team environment but will also use my own initiative to get the job done. I work well under pressure and I am known for my adaptability when met with challenging situations. My attributes of problem resolution, analytical, and communication skills will serve as a great asset to the team.

EMPLOYMENT HISTORY

Paralegal/Mortgage Resolution Specialist II, Officer
Bank of America, N.A. Addison, TX
August 2010 – Present

- Independently manage case loads according to deadlines and deliverables dictated by the courts.
- Review new cases received from intake, complete case level details in department's system of record.
- Review and approve attorney fee requests at onset of case and throughout the life of the case.
- Complete research based on attorney's review and assessment of the case.
- Review and gather documents that support the execution of discovery, settlement agreements and affidavits.
- Communicate with internal FLU's via email or phone to gain supporting information that can assist with litigation.
- Suggest settlement authority or case direction to counsel and to management.
- Complete all daily routine metrics within the allotted timeframe.
- Analyze responses with respect to Counter-Claims, Affirmative Defenses and Motions to Dismiss.

Technical Writer
Bank of America, N.A. Plano, TX
January 2002-August 2012

- Wrote policy and procedures
- Designed training materials for several lines of business
- Designed infographic for fire and safety procedures
- Drafted grants and proposals
- Designed web-based training

EDUCATION

University of North Texas Denton, TX
MA-Professional and Technical Communication

University of North Texas at Dallas, TX
BA- Sociology with minor in Mediation