

# Katie Adamson-Saichek

## Experience

07/2010 – Present

Jennings & Medura, LLC

## Salt Lake City, Utah

## OFFICE MANAGER/PARALEGAL

- Perform all day-to-day business operating tasks
- Manage all payroll duties
- Draft, edit and process legal documents
- Manage accounts receivable & collections
- Manage attorney trust accounts & firm financials
- Legal research
- Attorney scheduling & court docketing
- Manage client relations
- Manage firm advertising & marketing

02/2006 – 07/2006

Fidelity National Information Services, Inc.

Salt Lake City, Utah

## OPERATIONS MANAGER/STAFF ASSISTANT

- Managed operations and employees of center
- Trained all new employees on work duties and company practices
- Managed all payroll for center
- Ran daily reports using Excel for corporate office

06/2004 – 02/2006

Certegy Check Services nka Fidelity National  
Information Services, Inc.

Salt Lake City, Utah

## CONTROL CLERK III/GAMECASH TECHNICIAN

- Answered inbound check verification calls
- Provided technical support to fellow employees
- Answered inbound calls regarding cash advances from various casinos
- Provided technical support to casinos in reference to cash advance programs
- Worked with 3<sup>rd</sup> party technical support to service casinos

01/2004 – 06/2004

Teleperformance, U.S.A.

Salt Lake City, Utah

## QUALITY ASSURANCE MANAGER

- Managed performance of quality assurance monitors on monitored calls identifying errors and improvements
- Input call data into database
- Completed end-shift procedures and reporting
- Identified performance trends and provided recommendations for improvement

06/2003 – 01/2004

Teleperformance, U.S.A.

Salt Lake City, Utah

## QUALITY ASSURANCE MONITOR

- Monitored sales calls for compliance with company policies and identified possible errors

# Katie Adamson-Saichek

## Education

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### University of Utah- Masters

Expected Graduation: 08/2016

- Business Administration

### University of Utah-Bachelor of Science

Graduated: 08/2010

- Sociology Major
- Political Science Minor
- Certificate in Criminology and Corrections
- Golden Key Honor Society

### Salt Lake Community College-Associate of Science

Graduated: 12/2007

- Political Science
- Institutional Honors

## Skills

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- Proficient in Microsoft Office
- Proficient in ADP Payroll Services
- Proficient in Quickbooks
- Proficient in Adobe Acrobat
- Proficient in EZ Filing Bankruptcy Software
- Proficient in Green Filing Software for District Court