

RICHARD CONTRERAS

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PROFESSIONAL SUMMARY

Technology and Project Management Empowered Legal Operations and Paralegal Support

Paralegal and Legal Operations professional with nearly a decade of experience spanning paralegal services, legal operations, technology implementation, and project management. Demonstrated record of transforming legal service delivery through cross-functional collaboration, workflow optimization, and data-driven solutions. Delivers a comprehensive suite of services including traditional paralegal support, project management, process improvement, and systems development to enhance operational efficiency and client experiences.

EDUCATION

University of Utah

Bachelor's, Business Administration

August 2010 - June 2020

GPA: 3.745

PROFESSIONAL EXPERIENCE

MVB Bank, Inc.

Legal Operations Manager

Fairmont, WV, USA

October 2021 - September 2023

- **Contract Management:** Designed and managed implementation of a home-grown contract management system utilizing content types, metadata, and automated flows.
- **Project Management:** Managed a multi-phase contract remediation project: identified contractual gaps, tracked issues, and addressed 80% of existing gaps, significantly reducing risk (risk management) and improving contract processes.
- **Process Improvement:** Designed and streamlined various legal workflows. Chiefly, developed a legal ticketing system for centralized request intake, enabling efficient case management and data capture. Automated routine tasks.
- **Data Visualization & Analysis:** Created dashboards to track legal metrics, facilitating data-driven decision-making and identifying performance trends.
- **Cross-Functional Collaboration:** Collaborated cross-functionally to develop and implement new legal processes for emerging business needs, exhibiting strong communication skills
- **Legal Metrics Reporting:** Regularly delivered detailed reports on legal projects and departmental metrics, conducting critical analysis and fostering transparency and accountability.
- **Knowledge Management:** Visualized workflows with process maps, ensuring continuity of processes. Created guides for new systems built and held training sessions to educate the proper audiences.
- **Document Management:** Created a library with metadata for tracking template versions and revamped document libraries, exhibiting organizational skills.

Priority Dispatch Corp.

Corporate Paralegal and RFP Coordinator

Salt Lake City, UT, USA

March 2019 - October 2021

- **Contract Negotiation:** Secured favorable terms for a software company in emergency health services, serving government clients through careful negotiations according to the company's established playbook, including leading a high-value, complex, international deal.
- **Project Management in Proposal Development:** Directed and managed end-to-end the assembly of compelling proposals in response to RFPs through cross-functional collaboration, resulting in a portfolio of contract awards.
- **Data Privacy Compliance:** Collaborated with a cross-functional data privacy committee to assess GDPR compliance, implemented a training program, created organizational records, and collaborated on risk assessments.
- **Corporate Maintenance:** Assisted with the maintenance of company records and corporate filings
- **Process Improvement:** Created and managed a legal ticketing system for streamlined legal request processing.

Kramer Law Group, P.C.

Paralegal

West Jordan, UT, USA

July 2017 - March 2019

- **Case Management:** Efficiently managed a caseload of 20 litigation/arbitration matters at a time and a full caseload of pre-litigation personal injury cases, significantly reducing average case age.
- **Legal Research & Writing:** Drafted pleadings (discovery requests/responses, subpoenas, motions), contributing to successful case outcomes.
- **Customer Service:** Provided exceptional customer service, fostering positive relationships and trust.
- **Creativity:** Contributed to the development of updated liability and UIM/UM demands. Supported the successful workup and settlement of multiple premises liability cases.

Flores Legal Services, P.C.*Legal Assistant***Murray, UT, USA***June 2015 - December 2017*

- Immigration Law: Successfully processed hundreds of USCIS applications for various immigration benefits.
- Case Management: Managed a caseload of 80 deportation proceedings, supporting effective client representation.
- Legal Writing: Drafted pleadings, motions, and legal briefs, demonstrating strong legal writing skills.

PROJECTS & OUTSIDE EXPERIENCE

Boos at the Brewseum | Fundraiser*Project Manager (Volunteer Basis)***Salt Lake City, UT, USA***May 2024 - November 2024*

- Served as project manager for the Discovery Gateway Children's Museum annual fundraiser event
- We exceeded attendance goals and reached participant satisfaction and fundraising goals, securing \$9,000 in new funds for museum programming and showcasing the museum as a strong and engaging event venue.
- Serving on the Young Professionals Advisory Board since December 2023

PRIOR CERTIFICATIONS AND PENDING CERTIFICATION

- Certified Information Privacy Manager (CIPM) – August 2020 to August 2022
- Certified Information Privacy Professional/Europe (CIPP/E) – August 2020 to August 2022
- PMP® Certification: Application approved, exam pending

SKILLS

Skills: Corporate Maintenance, Contract Lifecycle Management, Legal Drafting, Legal Research, Litigation, Data Privacy, Compliance, Contract Negotiation, SharePoint, Smartsheet, Project Management, Business Process Mapping, Data Visualization and Analysis, Document Management, Communications, Microsoft Office, Outlook, Excel, Interpersonal Skills, Innovative Thinking, Team Player, Detail-Oriented, Problem-Solving, Relationship Management

Languages: Spanish, English

Interests: Piano, Acting, Philosophy, Theology, Fitness