

KAREN L. CIAMBRONE

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EXPERIENCE

FAEGRE BAKER DANIELS, Indianapolis, IN

Legal Administrative Assistant, 2010 – 2012; *Practice Group Staff Supervisor*, 2012 – Present

- Provide leadership, direction, motivation and coaching to support staff.
- Promote and encourage utilization of firm resources to assist with heavy workloads.
- Interview and select candidates for open positions and oversee the on-boarding process.
- Ensure time-off requests are properly coordinated within LAA support teams.
- Weekly review of support staff timesheets, oversee work schedules, and manage overtime to ensure consistent standards and adherence to policies.
- Coordinate and assist practice groups with special projects.
- Maintain up-to-date practical knowledge of firm/group policies and procedures in order to assist, guide, and instruct staff and group with office procedures and policies.
- Provide recommendations to streamline current work processes and identify other opportunities for process improvements.
- Monitor LAA procedures and processes to help support process improvements and redesign in the practice group(s).
- Manage day-to-day LAA performance and collaborate with the Human Resources Manager to handle disciplinary and performance matters.
- Take ownership for performance evaluations and the determination of LAA performance ratings. Write new hire and annual evaluations, conduct performance review meetings, and assist in the recommendation of compensation increases.
- Communicate appropriate and timely information to support staff and practice group(s) through various forms of communication (emails, meetings, etc.).
- Identify, coordinate and promote training sessions and development opportunities. Conduct regular LAA staff meetings to provide information, clarify and communicate goals and objectives, provide recognition, and assess current processes.

GENERAL PENSION PLANNING CORP., Dayton, Ohio

Retirement Planning Specialist, 2005 – 2009

- Responsible for all aspects of distribution processing for approximately 35 tax-qualified 401(k)/profit sharing plans, including distribution documentation, participant loans and hardship withdrawals, and termination requests.
- Prepared and responsible for distribution of annual valuation reports.
- Provided information to clients and participants regarding account balances, plan document provisions, and information regarding the processing of transactions.
- Developed in-house distribution form templates.
- Handled extensive client and participant contact, including updating and distributing enrollment packets.

- Evaluated and implemented firm-wide document management system, including documentation and training of all personnel.
- Recommended, implemented, and managed archive scanning project using in-house personnel and outsourcing as needed.
- Managed general office needs such as supply ordering, and purchase and service of office equipment.

RICHARD H. ROGERS & ASSOCIATES, LPA, Dayton, Ohio

Legal Administrative Assistant, 2003 – 2005

- Administrative Assistant to sole corporate practitioner. Responsibilities included extensive preparation of legal documents and client bills, file management, and substantial phone and direct client interaction.
- Authorized maintenance contracts and repairs.
- Performed related duties as required.

SEBALY SHILLITO + DYER, Dayton, Ohio

Software Application Specialist/Training Coordinator, and Legal Administrative Assistant, 1995 – 2003

- Managed the installation, training, and adoption of various software programs, including case management and document management systems.
- Provided front line helpdesk support for IT department.
- Trained new employees in software applications and information resources.
- Developed and maintained training manuals, document template designs, and documentation for software applications.
- Managed document management and case management systems.
- Prepared in-house newsletters.
- Administrative Assistant to two corporate partners.

THOMPSON HINE (formerly Smith & Schnacke), Dayton, Ohio

Legal Administrative Assistant, 1989 – 1995

Word Processing Operator, Manager/Training Coordinator, 1977 – 1989

- Support secretary for tax partner and corporate partner.
- Responsible for extensive preparation of legal documents and client bills, legal transcription, client contact, and organization of client files.
- Evaluated, recommended, and implemented firm-wide word processing system.
- Designed and implemented training program for firm-wide decentralization.
- Trained new secretarial/clerical and professional personnel on use of word processing system.
- Supervised word processing operators in a central department, including three branch offices, which provided support to approximately 140 attorneys.

SKILLS

MOUS (Microsoft Office User Specialist) Certified in MS Word

Proficient in the following computer software programs: MS Word 2010, PowerPoint 2010, Outlook 2010, DeskSite Document Management System, WORLDQX GX Document Management System, Amicus Attorney Case Management System, Intapp, Client InterAction