

W. ERIC GRAHAM

OBJECTIVE

To obtain a full-time position that will fully utilize my seven years of experience in the field of real estate law, as well as my technical expertise, communications skills and leadership abilities

EXPERIENCE

2003 - 2009 **JOHNSON & FREEDMAN, LLC** **ATLANTA, GA**

PARALEGAL / SR. PARALEGAL / SUPERVISOR

- Reviewed, researched and resolved real estate title issues for foreclosures and REO closings in Alabama, Georgia, Florida, Mississippi, North Carolina, South Carolina and Tennessee
- Supervised a team of up to 25 paralegals and administrative assistants responsible for ordering, procuring, reviewing and clearing titles in multiple states; actively participated in vendor relationship management; recruited, trained and developed new hires; oversaw the integration of multiple small, state-specific teams into one large team capable of performing multiple job functions across state lines in a high-volume, timeline-sensitive foreclosure practice
- Actively managed workload distribution and catalyzed productivity improvements that were measurable in orders of magnitude; designed workflow reports to streamline and prioritize work assignments; designed management reports to provide detailed analysis of staff and vendor timeline performance; worked with IT staff to translate business requirements for CMS deployments; drafted title-related training materials, as well as software and process manuals
- Extensive experience with major CRM platforms such as NewTrak/LPS Desktop, LenStar, Vendorscape and First American's WebTrack
- Regularly cried foreclosure sales in Cherokee, Cobb, Fulton, and Gwinnett Counties, and was "team lead" for the Fulton County sale day team on numerous occasions
- Multiple Employee of the Month honoree; consistently met or exceeded productivity and quality goals; regularly performed high-priority tasks involving client, vendor and interdepartmental relations; gave a presentation on pre-foreclosure title practices for a joint summit of attorneys and managers from Morris, Schneider & Prior and Morris, Hardwick & Schneider

2002 - 2003 **GEORGIA LAND RESEARCH & ASSOCIATES, LLC** **CANTON, GA**

TITLE EXAMINER / ADMINISTRATIVE ASSISTANT

- Performed real estate title examinations for residential closings in Bartow, Cherokee, Cobb, Paulding and Bartow Counties
- Designed, developed and deployed an invoicing database which simplified the process of billing and improved profitability

1999 - 2002 **COMPASS MARKETING RESEARCH** **ATHENS, GA**

INTERVIEWER / SENIOR TEAM LEADER

- Conducted marketing research on behalf of several major companies (e.g., Hyundai, The Atlanta Journal-Constitution, and Home Depot)
- Supervised teams of up to 15 marketing research interviewers
- Trained all new hires

EDUCATION

UNIVERSITY OF GEORGIA

ATHENS, GA

- Major in English with a minor in History; my degree is not yet complete; I was accepted to Georgia Perimeter College last spring to take my sole remaining class but was unable to enroll due to financial considerations; I hope to enroll this fall and complete my undergraduate degree

REFERENCES

Available upon request