

ELENA GRECO

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Summary

Legal document specialist, word processing lead operator, presentation/graphics specialist, technical writer, applications specialist with highly developed problem-solving and troubleshooting skills. Excels at organizing large projects, determining the most advantageous strategy and seeing the projects through within the given time frame. A professional writer who maintains a personal blog and website, has been published in national magazines and on Kindle, uses language skills to communicate effectively, verbally and in writing, with attorneys, clients, management and colleagues. Looking for an evening/second-shift position as document specialist, word processing lead operator, or presentation/graphics specialist in Midtown Manhattan.

SKILLS (Expert Level)

Word Processing

Extensive, advanced word processing skill with all legal documents, including litigation, corporate, and intellectual property, with expertise in the specialized areas of financials and prospectuses. Knowledgeable of Blue Book format, legal terminology and medical terminology. Comfortable typing/reading copy in Spanish, Italian or French.

Software

- Microsoft Word (**Microsoft certified, Expert Level**)
- Microsoft PowerPoint (**Microsoft certified**)
- Microsoft Outlook Pro (**Microsoft certified**)
- Microsoft Excel
- Microsoft Visio
- PCDOCS/Hummingbird/iManage/FileSite
- Adobe Acrobat
- Adobe PhotoShop
- Cognnet, v2i
- Best Authority
- MacPac, DocX, Innova
- DeltaView, ChangePro

Imaging/Graphics

- Create/edit digital images in all pixel-based formats
- Prepare mark designs and specimens for electronic filing with USPTO
- Prepare PowerPoint presentations for seminars, client pitches and legal exhibits
- Design and create forms, brochures and newsletters
- Create timelines, organizational charts and flow charts

Technical writing

- Wrote two complete, plain-English technical manuals about Microsoft® Word for law firms; 50+ "how-to" guides to software use; Tip of the Week email series
- Proficient at newsletter production (design, format, edit, disseminate)
- Can edit copy for grammar, sense and style or do general proofreading
- Professional writer who has been published in national magazines and on Kindle

Help Desk

All aspects of Help Desk service, from opening ticket through full resolution of issue with total customer satisfaction, addressing needs of all legal personnel, including attorneys, and support staff, for Microsoft and Adobe products.

Trainer

Highly skilled teaching MS Word and many other applications, beginner to advanced.

Applications

- Application troubleshooting, maintenance and development for Microsoft® Word, PowerPoint, Outlook
- Customization/rollout of Word templates/macros
- Analysis of best practices for all non-legal apps
- Syllabus development for application training

Webmaster

Maintain and develop websites using HTML, CSS, FTP

LICENSES

Notary Public, State of New York, County of New York

HONORS

- National Merit Scholar Finalist
- Who's Who Among American High School Students
- National Beta Club

EDUCATION

B.A. in Counseling Psychology/Human Development (SUNY). Five years of undergraduate work toward Bachelor of Music in Performance (voice/piano) (everything but the recitals and one course), with strong emphasis in languages (Spanish, Italian, French, German) and psychology. Two decades of training/certifications in counseling/healing techniques. Working on Certificate in Graphic Design.

EMPLOYMENT EXPERIENCE

- Legal Word Processor**, New York, NY March 2014 to Present
- Currently freelance at Akin Gump Strauss Hauer & Feld LLC
- Writer, Web Designer/Consultant, Producer/Director** March 2014 to Present
- Professional Writer:
 - “Overcoming Performance Anxiety,” published in March 2016 CLASSICAL SINGER magazine
 - HEALING, published on Kindle February 2016
 - “The Psychology of Performance,” published November 12, 2015, PSYCHOLOGY TODAY
 - “Simple, Everyday Actions That Support Mental Health,” published May 26, 2015, PSYCHOLOGY TODAY
 - Web Designer/Consultant: websites, training, email templates, social media presence/campaigns
 - Producer/Director of multimedia concerts—EGMP—KALEIDOSCOPE, June 3, 2015
- Mayer Brown LLP**, New York, NY (Chicago-based international law firm) Nov 2006 to Mar 2014
Document Services Department. Legal word processor.
- Utilized all features of Microsoft Word fully, with advanced expertise with financials/tables, prospectuses, conversions, and third-party apps, including MacPac legal numbering, DocX Tools Analysis/Cleanup tools;
 - Created/edited PowerPoint presentations and graphics (e.g., timelines, organizational charts, timed presentations);
 - Conceived/spearheaded project to create *Tips and Tricks* public folder in Outlook for the Department and ultimately the firm; acted as team leader, wrote 40+ software guides and tips for the project; developed standardized format for submissions; managed/communicated with team/department members; reviewed/evaluated new submissions;
 - Created/edited/formatted Excel spreadsheets;
 - Produced Closing Set CDs (with linked indices and bookmarking);
 - Downloaded/prepared documents from internet datarooms;
 - Provided personal assistance with evening work and during closings;
 - Organized/implemented clean-up/preparation of entire firm's Outlook Contacts for InterAction upload;
 - Assisted co-workers with technical questions;
 - Served as Coordinator during Coordinator's absence: Assessed workload/personnel requirements, processed and logged in job requests, assigned work, met deadlines, and prepared detailed turnover report for next shift.
- Freelance Legal Word Processor, Trainer, Applications Administrator**, New York, NY March 2005 to Nov 2006
 Large, international law firms and small, independent firms and individuals through my own computer business and through Delphi Strategic Staffing.
- Advanced legal word processing, including formatting of financials and prospectuses, TOC/TOA/Indexing;
 - PowerPoint presentations and digital imaging;
 - Customized Word templates/macros/styles and installed;
 - Trained attorneys/support staff in Microsoft/Adobe applications.
- Cowan, Liebowitz & Latman LLP**, New York, NY (intellectual property law firm) 1999 to 2005
Applications Administrator, IT Department.
- Help Desk: troubleshooting of all non-legal software application problems;
 - Microsoft Word maintenance (97 and XP): Customization, creation, maintenance and rollout of all 50+ Word global and document templates, and macros for 100+ users;
 - Wrote EASY WORD 97 (manual), *Tip of the Week* email series re. applications, many "how to" guides;
 - Trained all new hires plus 50+ attorneys and 30+ support staff in Microsoft Word, Outlook and Adobe Acrobat;
 - Created, administered and evaluated tests for all secretarial applicants in Word skills/spelling;
 - Worked on Business Development projects with firm's administrative partner to produce seminars;
 - Created PowerPoint presentations for all business development seminars and for off-site lectures; ran technical aspects of presentations during the seminars;
 - Managed/executed Special Projects, including client pitches/preparation of books for submission to publishers;
 - Maintained/edited firm website (100+ web pages at that time); maintained firm internal client website (intranet);
 - Snapped/edited digital photographs, scanned/edited digital images for USPTO electronic filing, for presentations and for litigation exhibits;
 - Created and produced monthly firm newsletter, *CLL News*, including formatting/editing/disseminating;
 - Maintained firm Outlook address database of 10,000+ contacts, coded extensively for targeted mailings;
 - Produced quarterly Foreign Associate Directory by merging information from Outlook into Word booklet I created.
- Dewey Ballantine LLP**, New York, NY (international law firm) 1998 to 1999
User Support Department. Word processing, particularly large documents, conversions and financials.
- Morgan Stanley Dean Witter**, New York, NY (international financial firm) 1997 to 1998
Creative Services Department. Created and edited graphically-oriented pitches and presentations for clients using primarily Microsoft Word, with extensive importing and editing of graphics.
- Cleary Gottlieb Steen & Hamilton**, New York, NY (international law firm) 1989 to 1997
Word Processing Department. Very heavy work on financials, prospectuses and advanced functions; Help Desk/troubleshooting; special projects; technical writing for WP Department and firm (wrote the firm's first Microsoft Word manual). Acted as liaison between the Computer Services (IT) and Word Processing Departments.