

# W. ERIC GRAHAM

## OBJECTIVE

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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

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**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

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**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

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**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**

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**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**

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Available upon request