

## Anne H. Knowles, CLA

119 Old Still Court, Dawsonville, GA 30534

706.265.8765 (H) 678.234.1003 (M)

ashleyannek@yahoo.com

### OBJECTIVE

A challenging position with opportunity for growth utilizing my excellent customer/client relationship management and technology background.

### PROFESSIONAL HISTORY

- **RBC CENTURA BANK** (*fka Flag Bank fka First Capital Bank*) NORCROSS, GA  
*February 2002 – present* **Trustee Support Specialist, Implementation/Sales Support**  
Between February 2002 and December 2005, worked for and managed ProClaim Software®, designed for Chapter 7 bankruptcy trustees. Bank account and software support, and product development based in US Trustee requirements. Between December 2005 and present, Good Shepherds Bank division. Sales growth of 350% for online products/services for faith-based businesses. 100% customer retention through two bank acquisitions. Redesign of software and procedures, resulting in a 60% reduction in customer implementation time. Focus on exceeding customer service expectation.
- **BILZIN, SUMBERG, PA** MIAMI, FL  
*July 2001 – February 2002* **Legal Assistant**  
Assisted lead attorney in bankruptcy/insolvency division of a major Miami law firm, with duties including pleading production.
- **THOMPSON, O'BRIEN, KEMP & NASUTI, PC** NORCROSS, GA  
*March 1998 – June 2001* **Trustee Paralegal/Bankruptcy Paralegal**  
Chapter 7 Trustee Paralegal: management of over 1 million dollars in estate assets, administration of meetings of creditors, claims review, and pleading and administrative document preparation. Creditor Right's Paralegal: non-attorney client representation of clients at meetings of creditors, preparation of proofs of claims, objections to confirmations, motions for relief, and other related documents.
- **SMITH, GILLIAM, WILLIAMS & MILES** GAINESVILLE, GA  
*September 1992 – March 1998* **Legal Assistant/Trustee Assistant**  
Worked with attorney in practice areas of bankruptcy, domestic relations, insurance defense, general litigation, and corporate law. When attorney was appointed to Chapter 7 panel, assumed trustee assistant role, managing case files and 341 meeting management.
- **JOHN HUGH SHANNON, P.A.** LAKELAND, FL  
*June 1991 – July 2002* **Legal Assistant**  
Worked with sole practitioner in personal injury practice, with emphasis on client relations, preparation of complaints and trial preparation.
- **RICHARD D. MARS, P.A.** BARTOW, FL  
*March 1990 – June 1991* **Receptionist/File Clerk**  
Assisted two attorneys and support staff in general practice firm. Duties included switchboard operation, client relations, supply requisition, and preparation of initial criminal pleadings.

### EDUCATION

- **GAINESVILLE COLLEGE & STATE UNIVERSITY** GAINESVILLE, GA  
**AAS, Legal Assistant Management, 1996**  
Merit List, Spring Quarters 1994, 1995; Honor Graduate; *Who's Who Among American Junior Colleges* 1995-96.
- **BARTOW HIGH SCHOOL** BARTOW, FL  
**Diploma, 1989**  
High Honors Graduate (Class Rank 14/294, GPA: 3.85); National Honor Society (grades 9-12); *Who's Who Among High School Students*.(11<sup>th</sup> grade)

### CERTIFICATION

- Certified Legal Assistant (CLA), 1996- present