

RICHARD J. CONTRERAS

PARALEGAL AND LEGAL OPERATIONS PROJECT MANAGER

801-859-7785

Richard.Contreras1993@gmail.com

[LinkedIn Profile](#)

WORK EXPERIENCE

MVB BANK, INC. | LEGAL OPERATIONS MANAGER

October 2021 to September 2023

- **Contract Management:** Designed and managed implementation of a home-grown contract management system utilizing content types, metadata, and automated flows.
- **Project Management:** Managed a multi-phase contract remediation project: identified contractual gaps, tracked issues, and addressed 80% of existing gaps, significantly reducing risk and improving contract processes.
- **Process Improvement:** Designed and streamlined various legal workflows. Chiefly, developed a legal ticketing system for centralized request intake, enabling efficient case management and data capture. Automated routine tasks.
- **Data Visualization & Analysis:** Created dashboards to track legal metrics, facilitating data-driven decision-making and identification of performance trends.
- **Cross-Functional Collaboration:** Collaborated cross-functionally to develop and implement new legal processes for emerging business needs.
- **Legal Metrics Reporting:** Regularly delivered detailed reports on legal projects and departmental metrics, fostering transparency and accountability.
- **Knowledge Management:** Visualized workflows with process maps, ensuring continuity of processes. Created guides for new systems built and held training sessions to educate the proper audiences.

PRIORITY DISPATCH CORP | CORPORATE PARALEGAL, RFP COORDINATOR

March 2019 to October 2021

- **Contract Negotiation:** Secured favorable terms for a software company in emergency health services, serving government clients through careful negotiations according to the company's established playbook, including leading a high-value, complex, international deal.
- **Project Management in Proposal Development:** Directed and managed end-to-end the assembly of compelling proposals in response to RFPs, resulting in a portfolio of contract awards.
- **Data Privacy Compliance:** Collaborated with a cross-functional data privacy committee to assess GDPR compliance, implemented a training program, created organizational records, and collaborated on risk assessments.
- **Process Improvement:** Created and managed a legal ticketing system for streamlined legal request processing.

KRAMER LAW GROUP, PC. | PARALEGAL

July 2017 to March 2019

- **Case Management:** Efficiently managed a caseload of 20 litigation/arbitration matters at time, in addition to a full caseload of pre-litigation personal injury cases, significantly reducing average case age.
- **Legal Research & Writing:** Drafted pleadings (discovery requests/responses, subpoenas, motions), contributing to successful case outcomes.
- **Client Service:** Provided exceptional client service, fostering positive relationships and trust.
- **Creativity:** Contributed to the development of updated liability and UIM/UM demands. Supported the successful work up and settlement of multiple premises liability cases.

FLORES LEGAL SERVICES, PC. | LEGAL ASSISTANT

June 2015 to December 2017

- **Immigration Law:** Successfully processed hundreds of USCIS applications for various immigration benefits.
- **Case Management:** Adroitly managed a caseload of 80 deportation proceedings, supporting effective client representation.
- **Legal Writing:** Drafted pleadings, motions, and legal briefs, demonstrating strong legal writing skills.

EDUCATION

UNIVERSITY OF UTAH | B.S. BUSINESS ADMINISTRATION. GPA 3.745

Graduated June 2020

PRIOR CERTIFICATIONS

PMP® Certification Application Approved

- **Certified Information Privacy Manager (CIPM)** – August 2020 to August 2022
- **Certified Information Privacy Professional/Europe (CIPP/E)** – August 2020 to August 2022

COMMUNITY INVOLVEMENT

- **Discovery Gateway Children's Museum:** Member of the Young Professionals Board of the Salt Lake City Discovery Gateway Children's Museum since December 2023. Project Manager for 2024 fundraising event.