

RICHARD CONTRERAS

+1 (801) 859-7785 | richard@precisionlegalops.com | Utah, USA | [linkedin.com/in/richard-contreras/](https://www.linkedin.com/in/richard-contreras/)

Website: [PrecisionLegalOps.com](https://www.PrecisionLegalOps.com)

PROFESSIONAL SUMMARY

PMP®-certified Legal Operations and Paralegal professional with a decade of experience spanning legal operations, project management, technology implementation, and paralegal services. Demonstrated record of transforming legal service delivery through cross-functional collaboration, workflow optimization, and data-driven solutions. Delivers a comprehensive suite of services including project management, process improvement, systems development, and traditional paralegal support to enhance operational efficiency and client experiences.

EDUCATION

University of Utah

Bachelor's, Business Administration

August 2010 - June 2020

GPA: 3.745

PROFESSIONAL EXPERIENCE

Precision Legal Ops LLC

Principal

Murray, UT, USA

June 2024 - Present

- Legal Operations: Offering legal operations services to law firms and legal departments, including workflow audits, process improvement, contract lifecycle management, and legal project management.

LifeLaw Trial Lawyers

Bilingual Litigation Paralegal (English/Spanish)

Sandy, UT, USA

March 2025 - August 2026

- Risk Management: Developed firm-wide approach to statute-of-limitations monitoring, built related litigation deadline chains and reporting, and drafted a standing deadline-review schedule.
- Process Innovation: Conceptualized and collaborated on implementing discovery questionnaire system that transformed initial disclosures from compliance documents to heavy-weight disclosures.
- Knowledge Management: Strong engagement with team to thoroughly document firm processes, develop key checklists, and streamline operations through template development.
- Calendar & Deadline Management: Responsible for maintaining rigorous monitoring of litigation calendars and deadlines through custom tracking systems including Deadlines Table and specialized reports for tracking service and discovery; responsible for review of highly technical scheduling orders and developing litigation deadline chains.
- Scheduling: Responsible for all scheduling activities, including depositions, medical examinations, and mediations, including coordination of the parties and related documentation.
- Legal Drafting: Responsible for drafting motions, initial disclosures, and discovery responses.
- Case Documentation Excellence: Implemented meticulous case documentation practices, ensuring detailed review of discovery and functional organization of information.

MVB Bank, Inc.

Legal Operations Manager

Fairmont, WV, USA

October 2021 - September 2023

- Project Management: Managed a multi-phase contract remediation project: audited accounts against existing contracts, prioritized by legal exposure and revenue potential, coordinated the work across sales, client delivery, and legal, and tracked progress through work performance reports to the Chief Legal Officer. Closed 80% of identified gaps by end of tenure.
- Contract Management: Designed and managed implementation of a home-grown contract management system in SharePoint utilizing content types, metadata, and automated flows. Built a separate template library with version tracking and status tagging to control which templates were draft, active, or retired.
- Process Improvement: Developed a legal ticketing system in Smartsheet for centralized request intake; used its turnaround data to diagnose delays, built templates for recurring commercial structures, and automated NDA intake and repository filing, together cutting agreement turnaround times from over a week to 2 to 3 days.
- Cross-Functional Collaboration: Collaborated cross-functionally to develop and implement new legal processes for emerging business needs, exhibiting strong communication skills.
- Legal Metrics Reporting: Regularly delivered detailed reports on legal projects and departmental metrics, conducting critical analysis and fostering transparency and accountability.

- Data Visualization & Analysis: Created dashboards to track legal metrics, facilitating data-driven decision-making and identifying performance trends.
- 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.

Salt Lake City, UT, USA

Corporate Paralegal and RFP Coordinator

March 2019 - October 2021

- Project Management in Proposal Development: Directed and managed end-to-end the assembly of compelling proposals in response to RFPs through cross-functional collaboration across marketing, implementations, sales, translations, and legal, 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.
- Contract Negotiation: Secured favorable terms through negotiations within a governance structure defining direct resolution authority and escalation to General Counsel, with a standing review cadence for out-of-playbook matters; led a high-value, complex, international deal.
- Corporate Maintenance: Assisted with the maintenance of company records and corporate filings.
- Process Improvement: Created and managed a legal ticketing system for streamlined legal request processing.

Kramer Law Group, P.C.

West Jordan, UT, USA

Paralegal

July 2017 - March 2019

- Case Management: Efficiently managed a caseload of 20 litigation/arbitration matters at a time and 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.
- Customer Service: Provided exceptional customer service, fostering positive relationships and trust.
- Creativity: Contributed to the development of updated liability and UIM/UM demands. Supported the successful workup and settlement of multiple premises liability cases.

Flores Legal Services, P.C.

Murray, UT, USA

Legal Assistant

June 2015 - December 2017

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

COMMUNITY ENGAGEMENT

Boos at the Brewseum | Fundraiser

Salt Lake City, UT, USA

Project Manager (Volunteer Basis)

May 2024 - November 2024

- Served as project manager for the Discovery Gateway Children's Museum 2024 annual fundraiser event
- We exceeded attendance goals and reached participant satisfaction and fundraising goals, securing \$9,000 in new funds for museum programming and showcasing the museum as a strong and engaging event venue.
- Served on the Young Professionals Advisory Board from December 2023 to December 2024.

CURRENT CERTIFICATIONS

- Project Management Professional (PMP®) | Project Management Institute [Certification #4170061](#)

PRIOR CERTIFICATIONS

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

SKILLS

Skills: Legal Project Management, Stakeholder Management, Contract Lifecycle Management, Information Governance, Cross-Functional Program Coordination, Business Process Mapping, Data Visualization and Analysis, Contract Negotiation, Compliance, Data Privacy, Corporate Maintenance, Document Management, Legal Drafting, Legal Research, Litigation, SharePoint, Smartsheet, Filevine, Microsoft Office, Outlook, Excel, Interpersonal Skills, Problem-Solving, Relationship Management

Languages: Spanish, English