

Robert Rodriguez

Project Role: SCAWV & ICAWV Account Manager

File & ServeXpressSM

Profile

- Mr. Rodriguez is a seasoned Account Manager and Trainer with over 14 years of training and account management experience in the legal technology industry.
- He has trained attorneys, judges, court staff, and paralegal end users on workflow operations, filing, eFiling and eService on multiple File & ServeXpress platforms.
- He is experienced at troubleshooting system issues and helping discover timely and effective resolutions for his clients.
- Mr. Rodriguez regularly manages several Court accounts, with particular focus on high volume courts and court agencies, such as the West Virginia Supreme Court of Appeals Mass Litigation Panel.
- In 2017 he received the "Outstanding Work Achievement" Award, for the training implementation of the DE Court of Common Pleas from File & ServeXpress.

Professional Experience

File & ServeXpress, LLC

Account Manager/Training Manager/Product Specialist

2008 – present

- Managed relationships, delivered impeccable customer service and technical troubleshooting, and created and facilitated multiple training curricula across multiple jurisdictions and technology platforms.
- Researched, created, and presented educational trainings on Local and State Procedures, and the File & ServeXpress suite of platforms to Judge's, Clerks, Attorneys, Paralegals and students.
- Developed working relationships with multiple Courts and Law Firms including Judges, court staff, attorneys, and legal support staff.
- Created and developed user guides, training videos, frequently asked questions, and additional resources on File & ServeXpress hosted websites for Clients.

PRC (Alorica)

Training & Quality Assurance Manager

2007 – 2008

- Helped build 3 new hire programs from the ground up and managed a team of twenty (20) trainers, quality assurance managers, and quality assurance representatives.
- Traveled to customer sites to learn their curriculums and managed relationships with counterparts in multiple divisions of the organization.

- Managed all aspects of our training programs including everything associated with the logistics, scheduling, class numbers, record keeping, training, up-training, program materials, and daily reports among other responsibilities.
- Enjoyed developing Individuals and inspiring them to achieve their goals and acting as an advocate from my direct reports.

Integration LLC

Principal

2005 – 2010

- Created and started a business that delivered personalized services to small businesses and individuals including instruction/facilitation and administrative support.
- Experiential learning facilitation (Peak Leadership, Momentum Leadership Consulting, and On the Edge Productions).
- Fitness training- Introduction to Tai Chi Workshop and Fitness Hikes (Center for Creative Leadership).
- College Instruction- English (Adjunct- Pikes Peak Community College).

Hensmann Learning

Sales Manager/Site Operations Manager/Major Account Manager

2003 – 2005

- Created and developed support processes and channels for several aspects of the business.
- Consistently met sales goals of \$120k per quarter selling education and training for technical certifications in hardware, software, system engineering, and database management.
- Developed and conducted outplacement services for students.
- Motivated and held sales team accountable to goals and quotas.

Education

- **Master of Arts, Adult Learning & Leadership**
Regis University, Denver, Colorado
- **Bachelor of Arts, English**
University of Colorado, Colorado Springs, Colorado
- **Paralegal/Legal Secretary Certification**
Pikes Peak Community College, Colorado Springs, Colorado