

Heather H. Davis



OBJECTIVE To assist a law office accomplish its goals utilizing my attention to detail, investigative experience, and education.

EDUCATION **THE UNIVERSITY OF NORTH CAROLINA AT CHARLOTTE**
Bachelor of Science in Criminal Justice, Minor in Spanish
Internship, Cynthia Aziz, attorney, Immigration and Nationality Law

PROFESSIONAL EXPERIENCE

- 2011-Present GUILFORD COUNTY SCHOOLS**, Greensboro, NC
Substitute Teacher/Tutor: Dedicated, organized, and reliable elementary school teacher with a passion for student success.
- 2000-2006 TOWN OF ELON POLICE DEPARTMENT**, Elon, NC
Administrative Assistant/Evidence Technician/Spanish Interpreter: Managed all activities within the front office including citizen inquiries, tickets, and records. Validated monthly statistics as Division of Criminal Information Coordinator. Processed and performed inventory on all evidence. Interpreted for Spanish-speaking citizens.
- 1999-2000 CRUMLEY AND ASSOCIATES**, Greensboro, NC
Intake Manager: Interviewed potential clients other citizen inquiries coming into the firm. Collected information on personal injury and worker's compensation cases. Performed preliminary phone interviews to gather pertinent information. Generated monthly reports and implemented plans to increase the number of new cases exceeding monthly projections. Served as bilingual interpreter.
- 1998-1999 OAKWOOD ACCEPTANCE CORPORATION**, Greensboro, NC
Consumer Account Representative: Handled phone calls to research and update a portfolio of 2500 accounts per month by contacting, locating, and collecting on mortgages.
- 1997-1998 TOTAL RECOVERY OF SOUTH FLORIDA**, Cooper City, FL
Private Investigator Trainee: Specialized in locating people and recovering assets by skip-tracing via phone, computers, and field investigations. Contacted agency officials and attorneys to obtain the most current information on past due accounts.
- 1996-1997 NATIONS BANK**, Greensboro, NC
Locations Services Analyst: Investigated delinquent loan accounts. Computer research involved using MS Word, Excel, Auto Tracs, and Metronet.
- 1993-1995 PINKERTON TECHNOLOGY CENTER**, Charlotte, NC
Research Specialist: Pre-employment Background Screening Division Performed computer-based research using MS-Windows, WordPerfect, and Paradox. Compiled Credit Reports, Motor Vehicle Reports, and Criminal Histories.
Communications Specialist: AlertLine Division, debriefed callers by investigating to obtain detailed information related to fraud and criminal activity.