

Kathy A. Eng
KathyAEng@comcast.net
(Southeast or Clear Lake area)

Qualifications: Highly organized, detail oriented, and able to meet deadlines. Strong ability to interview and build rapport with clients. Courteous, professional telephone manner. Experienced researcher, writer, and editor. Proficient in Microsoft Word, Internet, and E-mail programs. Trained in Excel, Access, and Lexis and Westlaw. Typing speed 50 WPM gross, 45 WPM net.

Education: Paralegal Certificate, Rice University, February 2008
General studies in preparation for paralegal career including ethical considerations, legal research, and legal writing. Program includes substantive courses in Torts, Texas Civil Procedures, Family, Contract, and Criminal Law. Course work included writing an interoffice memorandum, a citation and petition, interview questions, discovery documents, and a motion for summary judgment with brief.
Bachelor of Social Work, University of Texas at Austin, May 1981(GPA 3.0)

Experience: September 2001 – October 2007
Lactation Specialist, Women, Infant, and Children Nutritional Program
Harris County Public Health and Environmental Services, Houston, TX
Overview: Interviewed and guided clients. Scheduled services and kept track of deadlines. Heavy telephone contact with clients. Originated and maintained filing system. Assisted with technical situations and staff training. Wrote flier and organized outreach that tripled requests for equipment loans. Represented agency as guest speaker at public events.
Challenge: Lack of communication between health care provider, WIC staff, and Lactation Specialist.
Results: Initiated procedures and wrote detailed reports to doctors and clinics. Created assessment forms.
Challenge: Manage \$10,000 worth of equipment and supplies and corresponding paperwork.
Results: Successful 100% return rate for equipment loans. Paperwork completed accurately and on time.

March 2000 – August 2001
Lactation Consultant, Clear Lake Regional Medical Center, Houston, TX
Overview: Evaluated and assisted patients. Wrote reports in medical records. Collaborated with nurses and physicians. Trained staff. Answered telephones and maintained files and supplies.
Challenge: First lactation consultant hired by hospital.
Results: Designed and implemented procedures for patient education and support.
Challenge: Patients discharged with little or no written information.
Results: Created up-to-date handouts for postpartum, nursery, and NICU patients.

August 1998 – March 2000
Teacher, Clear Lake Presbyterian & St. Bernadette Catholic churches, Houston, TX
Overview: Planned and taught daily program for young children. Communicated with parents. Organized and maintained classroom equipment and supplies.

June 1992 to present
Leader, La Leche League International
Overview: Accredited, volunteer counselor for non-profit organization. Managed the Leader Department for La Leche League of Texas. Wrote articles, created client handouts, and edited newsletter. Trained new volunteers. Assisted Leaders needing technical information. Facilitated support groups and taught classes.