

PETER CLERMONT JR.

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EXECUTIVE LEADERSHIP PROFILE

Experienced Chief of Staff with proven record of accomplishment in demanding, fast-paced environments providing senior-level executive administrative support. Dedicated team player with outstanding interpersonal dynamics and communication skills, flexible to changing conditions within an organization. Articulate, assertive and driven to succeed with exceptional attention to detail and follow-through able to meet strict deadlines. A trusted advisor with strong business acumen, superior work ethic and high degree of integrity and confidentiality. *Able/willing to travel.* Areas of expertise encompass:

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| ▲ Human Capital Management | ▲ Organizational Development | ▲ Recruitment Strategies |
| ▲ Assisting with Personal Affairs and Finances | ▲ Operations Management | ▲ Diversity & Inclusion |
| ▲ Business Development Initiatives | ▲ Business Process Optimization | ▲ Performance Management |
| ▲ All Aspects of Opening New Offices | ▲ Obtaining Leases and Licenses | ▲ Human Resource Functions |
| ▲ Executive Calendars and Meeting Coordination | ▲ Websites and Marketing | ▲ Staff Training and Development |

PROFESSIONAL EXPERIENCE

BUCKEYE LAW GROUP

01/2022 - PRESENT

■ Chief of Staff

Hired to oversee the opening of a new firm consisting of 5 offices in Cleveland, Columbus, Akron, Cincinnati, and Dayton, Ohio serving as the Chief of Staff to the Principal/Managing Partner and directing a staff of 95. Serve as the right-hand person to the Principal/Managing Partner focusing on optimizing internal processes, enhancing communication channels, and aiding in the implementation of strategic initiatives ensuring all projects are executed with precision and operational excellence. Areas of accountability encompass daily office operations, facilities services, client services, marketing efforts, company events, travel coordination/arrangements, website management, social media, etc. Adapt quickly to changing priorities and provide timely guidance and support across various tasks.

Key Operational Initiatives

- Oversaw all aspects of the opening of the firm including, hiring attorneys and staff, creating websites, and other business logistics.
- Conducted interviews, hired staff and performed new hire orientation.
- Serve as the Managing Partners' personal timekeeper, orchestrating their schedule and planning travel arrangements.
- Guide department heads with expert advice to enhance overall team efficiency.
- Set KPIs to measure and improve team performance.
- Act on behalf of the Principal/Managing Partner to answer inquiries with their approval.
- Steer strategic business initiatives from inception to fruition.
- Identify and address core issues within business processes and implement solutions to improve operations.
- Regularly present detailed company operations analyses to the Managing Partner.
- Identify areas of improvement across the organization and institute process improvements and best practices.
- Assist with HR functions, staffing and procedures in collaboration with the Principal/Managing Partner.
- Drive success and provide positive engagement with staff through coaching, recognition, and accountability.
- Serve as a key point of contact for internal communications, ensuring effective information flow within the organization.
- Coordinate and schedule meetings, conferences, and events. Prepare meeting agendas, take minutes, and follow up on action items.

Key Operational Initiatives

- Conducted a complete restructuring of the firm's organizational chart. Strategically added more staff (legal assistants versus paralegals) at a lower cost resulting in reducing payroll expenses 34%.
- Introduced team competitions between departments to incentivize and reward employees to work efficiently without the need for overtime pay. Increased motivation and engagement, as well as fostered a sense of healthy competition among teams.
- Spearheaded an initiative to hire an automation team to mass produce work, rather than increasing our workforce. Saved time and resources, as well as ensured consistent quality in our output.
- Developed a success plan to train and fit existing employees into positions that best suited their skills and strengths, rather than resorting to termination. Improved employee morale and increased overall productivity within the company.
- Proactively sought out key medical providers to establish partnerships for our Chief Operating Officer. Built a network of untapped personal injury cases, providing the firm with a steady stream of free cases from medical providers with patients seeking legal representation.

PROFESSIONAL EXPERIENCE**LANDAU & ASSOCIATES, P.A.****04/2016 - 01/2022****■ Quality Control Manager (03/20-01/22)**

Promoted to supervise staff and oversee product development procedures to ensure that products meet quality and efficiency standards for this personal injury protection law firm with 40 attorneys. Worked with clients to ensure the final settlements met their needs and requirements. Supervised and trained staff.

- Gained an understanding of client needs/requirements and communicated those needs and quality standards to production teams.
- Devised ways to improve the manufacturing process to ensure higher-quality service delivery.
- Ensured legal obligations were followed and ensured compliance with regulatory bodies, as well as health and safety guidelines of the office and staff.
- Oversaw product development procedures to identify any deviations from quality standards and made corrections as needed.
- Kept accurate documentation and performed statistical analyses.
- Solicited feedback from clients, attended meetings, submitted reports, and assisted external auditors and inspectors.

■ Personal Assistant to the COO/Regional Office Manager (04/16-01/22)

Served as the Personal Assistant to the COO accountable for executive calendar and scheduling, client relations, drafting correspondence, reports, travel arrangements, special projects, strategic planning, presentation and proposal preparation, project management, database management, vendor relations, and financial administration. Also served as the Regional Office Manager responsible for overseeing 6 offices in Tampa, Orlando, Jacksonville, Boynton Beach, Fort Lauderdale, and Miami. Oversaw a staff of 230.

- Managed a large personal injury protection caseload under the supervision of the company's general counsel and lead attorneys for numerous large healthcare providers throughout Florida from case opening to trial. Included case evaluation, litigation strategy, drafting and preparing discovery responses, drafting firm corporate letters, etc.
- Oversaw operational staff including requests and complaints, managing and monitoring the company's litigation calendar, providing direction and training/mentoring, supervising department workload, managing court orders/deadlines, overseeing projects, and trial preparation.
- Conducted weekly meetings with the department supervisor, analyzed work production and employee performance, managed facilities and office records, and coordinated client marketing meetings.
- Oversaw billing and collections, reviewed settlement checks, and updated settlement reports.
- Organized travel arrangements, conferences, meetings, and company holiday events.
- Coordinated hearings, deposition, and mediations, including communication and collaboration with treating physicians/experts, claims adjusters, claimants, corporate representatives, police officers, witnesses, and more.
- Handled all vendors for the firm, managed logistics, and served as a liaison with outside agencies such as government bodies and insurance companies.
- Monitored pending checks, reviewed demand responses for litigation, and ran production reports on departments to identify trends and make decisions regarding employee management.
- Built a new reception room for the firm overseeing architectural drawings, pulling city permits, coordinating fire department code inspections, overseeing contractors, and more.

ROBERTSON ANSCHUTZ & SCHNEID, P.L.**06/2014 - 04/2016****■ Paralegal**

Managed a 350-500+ foreclosure tenant and non-tenant eviction caseload, responsible for performing extensive research to determine the viability of their case. Drafted and prepared demand letters, prepared motions for writ of possessions, tracked the execution of writs and court orders, performed e-filing/e-serving, and handled incoming and outgoing mail.

- Served as a backup supervisor, reporting to the COO for the eviction department when out of the office. Ran the department, conducted new hire training, and oversaw quality control measures.
- Coordinated hearings for homeowners, bank representatives, police officers, witnesses, and/or squatters, as well as sheriff and preservation team's lockouts and tenant cash for keys deals.
- Served as a key point of contact for outside counsel and/or clients regarding litigation, closing, post-closing issues, and risk.
- Consistently met/exceeded demands, expectations and deadlines through exceptional work ethic and commitment to excellence.

EDUCATION AND CERTIFICATIONS**Bachelor of Arts Degree in Public Policy and Service**

Florida International University

Florida Notary Public**CPR Certified****TECHNICAL PROFICIENCIES**

Proficient in Microsoft Office (Word, Excel, PowerPoint, and Outlook), Google Suite, Adobe, Westlaw, LexisNexis, Aderant Total Office, Firmware, Client-Profiles, E- Filing Portal, Nutshell, and Dropbox

PUBLIC SERVICE**GOD CHANGING LIFE MINISTRIES WORSHIP CENTER, INC., SOUTH FLORIDA OFFICE ADMINISTRATOR****12/2020 - 06/2024**

Managed daily operations and maintained office supplies and records. Coordinated, planned, and executed church events. Attended and scheduled meetings, maintained church records, managed the calendar, and ordered supplies. Assisted in creating budgets, paying bills, overseeing payrolls, and tracking and recording church income from donations and sales.

FEEDING SOUTH FLORIDA, FOOD PACKER DISTRIBUTOR**12/2020 - 06/2024**

Loaded and unloaded vans, cars, and semi-trucks for attendants, liaised with food banks and grocery stores, sorted food items, checked for expiration dates, discarded expired items, and maintained a clean and organized pantry area.

REFERENCES**Exceptional references furnished upon request**