MICHELLE WARRINER

OBJECTIVE: To obtain the Court Administrator position with the Killeen Municipal Court that allows me to contribute over 15 years' experience with the Texas Municipal Court system, and 13 years supervisory experience.

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EXPERIENCE: ASSISTANT COURT ADMINISTRATOR   KILLEEN MUNICIPAL COURT
FEBRUARY 2014- CURRENT

- Key player that verified data and process integrity after a major software crash;
- Integral part of a major software upgrade;
- Oversaw a major computer software upgrade;
- Administer, supervise and direct all non-judicial operations and functions of the court;
- Act as Court Administrator as needed;
- Primary liaison between court software and IT department for all court technology issues;
- Assisted with creating a policy and procedures manual;
- Developed training and conducted quarterly training for staff, training new staff members and existing staff members (as needed);
- Respond to customer service requests/complaints;
- Responded to and assisted staff with court administrative issues, evaluated and provided customer feedback;
- Primary hiring manager for court operations;
- Encourage, coach, motivate and ensure professional development of staff
- Assist with the court's annual budget for the past four years;
- Plan, organize, and direct the activities of professional, supervisory, and clerical employees; monitor the selection, training, development, evaluation, counseling, and disciplining of non-judicial staff;
- Monitor court activity levels and performance measures, and provide required reports to Office of Court Administration, and the Department of Public Safety;
- Work closely with judges to effectively and efficiently support the implementation of judicial orders, while ensuring high-quality public service.

SENIOR COLLECTIONS CLERK   KILLEEN MUNICIPAL COURT

DECEMBER 2008 - 2014

- Supervise the daily counter operations for the Killeen Municipal Court;
- Supervise and evaluate five Deputy Court Clerks;
- Manage the administrative aspects of all dockets in the court room to include several dockets which run simultaneous of each other;
- Assist the Prosecutor during pre-trials;
- Resolve elevated customer service issues;
- Determine appropriate procedure based on my knowledge of statutes, standing judicial orders, policy, and procedures;
- Assisted in the creation of a procedure manual which was adopted for training new and existing court personnel;
- Train new court personnel;
- Periodically counsel personnel to identify strengths and weaknesses;
- Identify, implement and manage projects that will streamline work flow;
- Familiar with HTE/SunGuard court software application;
- Reconcile daily receipts and prepare daily deposits and identify and resolve posting discrepancies;
- Process reports and update case files;
- Assist the counter operations during staff shortages;

ACCOUNTING CLERK   KILLEEN MUNICIPAL COURT
NOVEMBER 2007-DECEMBER 2008

- Assisted the warrants department on the issuance of warrants for unpaid traffic fines;
- Assisted the Assistant Clerk of the Court with daily reconciliation of daily receipts and deposits when needed;
- Enter new complaints and traffic tickets into the computer system;
- Process jail paperwork when necessary;
- Answered telephones, to assist the public with information regarding their case;
- Process incoming mail for distribution and payment.

COURT COLLECTIONS CLERK   KILLEEN MUNICIPAL COURT
MARCH 2007-NOVEMBER 2007

- Assist defendants with explanation of different plea options available to include Driver's Safety Course and Deferred Disposition;
- Process monetary transactions for defendants;
- Post cash bonds;
- Set court dates to include Bench and Jury Trials, Arraignments, Pre-trial conference;
- Recall warrants for cases that have been paid in full;
- Process payments that have been made by mail, internet, and phone.
- Verify proof of insurance, motor vehicle inspection, and motor vehicle registration for dismissal;
- Scan closed cases into the Municipal Court computer system.

CERTIFICATIONS: LEVEL TWO COURT CLERK CERTIFICATION
                        CURRENTLY WORKING ON LEVEL THREE COURT CERTIFICATION

REFERENCES: AVAILABLE UPON REQUEST