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## Military Veteran

### EDUCATION

Claims Adjuster School  
4/2018 – 8/2018  
Certificate Program

Wake Tech Community College, Raleigh, NC  
Associate's Degree – Computer Sciences  
Microsoft Certified Professional/MySQL Certificate  
1/2013 – 11/2014

St. Mary's College – Raleigh, NC  
Certified Paralegal – 1/2009 – 6/2009

### EXPERIENCE:

- 11/2022 – 4/2023      Paralegal Document Reviewer (Data Entry) – Epiq Legal- TCDI, Burlington, NC (Remote Desktop)  
Reviewed insurance documents for PII and PHI utilizing Relativity Coded documents for high alert  
Researched various insurance companies for broker information
- 1/2021 – 10/2022      Vaccine Database Administrator – Dept. of Health & Human Services, Raleigh, NC (Virtual Private Network)
- Completed mandatory training regarding the state's system for entering and maintaining critical COVID vaccination data across 100 counties.
  - Accurately enter detailed recipient data into corresponding fields within the appropriate areas of the system as instructed.
  - Accurately enter sensitive medical and other personal information to complete the corresponding vaccine record by inputting alphabetic and numeric information on keyboard according to screen.
  - Review prior vaccine information to ensure recipients do not replicate doses.
  - Identify and correct data entry errors using appropriate quality control methods including notifying the CVMS Help Desk or other identified methods.
  - Maintain a very high production level with accuracy and speed.
  - Strong attention to detail and ability to think analytically.

- Strong computer skills, such as Microsoft Excel, Outlook and Teams.
- Provide backup assistance to NC Vital Records by entering Death Certificates into the NC DAVE system, to include verifying medical terminology is spelled accurately.
- Provide QC support for 12 data entry employees.

7/2020 – 1/2021 Document Review Paralegal – Forensics - Remote - Synergy Legal Staffing, Huntersville, NC

- Document Review for Fortune 500 company.
- Research on LexisNexis for pertinent information.
- Utilize appropriate code for persons of interest.
- Input data into database for supervisory review for persons of interest.

8/2019 – 7/2020 Paralegal III – NC Dept. of Revenue, Raleigh, NC (Temp Solutions)

- Assisted Attorney General with TAX EVASION AND BANKRUPTCY CASES
- Assisted bankruptcy attorney in court with prepared documents.
- Researched case law on LexisNexis.
- Investigated Compliance Regulations due to State laws.
- Correlated with financial institutions for verification of transfers and withdrawals.
- Researched CEO's and CFO's of organizations in order to verify authorization issues.
- Drafted and completed legal documents.
- Scanned important tax documents into client folders.
- Trained co-workers on E-discovery for case management.

9/2018 – 8/2019 Paralegal II – NC Dept. of Transportation, Raleigh, NC (Temp Solutions)

- Reviewed contracts between DOT and homeowners for sale due to condemnation.
- Reviewed bank ledgers in order to verify monies were transferred to appropriate accounts.
- Reviewed signature withdrawals to ensure they were legitimate.
- Requested written signatures and IDs to maintain on file in case of a discrepancy.
- Correlated with Right of Way staff to provide a weekly status update and written summarization to the Secretary of Transportation.
- Reviewed highway construction plans and road maps to determine parcels, blocks and lots, and legal descriptions for accuracy.
- Provided support to the General Counsel.
- Provided information to outside counsel on updates through Share Point.
- Reviewed and updated Excel spreadsheets with weekly case information
- Assigned cases to certain law firms within the jurisdiction.
- Researched titles for legal ownership of property acquired.
- Correlated with courts for court appearances and appeals.

5/2016 – 9/2018 Brand Ambassador – PhTalent, Based out of New York, New York

- Setup displays in Sam's Club and Costco to promote ZAAZ brand.

(Across the U.S.)

- Travelled to and from various states displaying a fitness machine for 12-18 day roadshows.
- Interacted with members to provide demos of fitness machine benefits.
- Equipment inventory daily.
- Upload completed sales paperwork to corporate office, utilizing Salesforce.
- Correlated with store General Managers for placement to achieve optimal sales.

6/2014 – 3/2016

Tech Support – Fair Point Communications (Call Center), Lauderhill, FL

- Responsible for programming the service and features of phone service where service orders have failed to follow the automated process.
- Investigated and resolved customer trouble reports through ServiceNow, relating to incorrect programming of service and features, and to support outside plant technicians repairing or installing a customer's phone service. (heavy troubleshooting with field techs)
- Troubleshoot line issues correlating with the Network Operations Center, such as switches and port errors. Programmed features into new and existing services on phone lines. (averaging 40 calls a day)
- Dispatched field technicians to customers having phone issues.
- Promoted to Quality Assurance, and top-level support with CEOs.

1/2012 – 4/2014

Document Reviewer/Paralegal – Tower Legal Solutions – Charlotte, NC

- Worked with Fortune 500 companies pending lawsuits to gather information for pending lawsuits. Retrieved information from databases, emails and phone calls to compile for documentation.
- Utilized Relativity.
- Performed redactions to protect personal information.
- Advanced to the Quality Assurance team, which entailed monitoring other paralegals and attorneys for accuracy and coding procedures.

2/2010 – 11/2011

Personal Injury/Criminal Law Paralegal – Law Offices of James D. Williams, Durham, NC

- Processed claims for personal injury clients, to include correlation with police departments and hospitals.
- Correlated with hospitals to get medical records, and reviewed them for accuracy to provide documentation for attorneys. Verified CPT and ICD codes for accuracy to assist billing department.
- Reviewed personal injury claims and forwarded them to attorneys
- Reviewed discovery information, and drafted complaints, interrogatories, and other legal documents for litigation and court filings.