Sthefanee Galvez

Bilingual Paralegal & Legal Operations Specialist

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Professional Summary

Bilingual (English/Spanish) Paralegal and Legal Operations Specialist with 6+ years of remote experience supporting litigation, case docketing, regulatory compliance, and full-scope practice operations for boutique law firms, corporate counsel, and executive leadership. Combines procedural precision (Westlaw, LexisNexis, PACER, e-filing, discovery, contract review) with workflow automation (GoHighLevel, Zapier, n8n, Make) and AI-assisted processes. Track record: 100% on-time filing record, client response time cut from 48 hours to under 15 minutes, and 10+ hours recovered weekly through automation.

Core Competencies

- **Paralegal and litigation support:** legal research (case law and statutes), cite-checking, pleadings and discovery drafting, privilege logs, deposition and records summaries, exhibit and trial binders, e-filing, docketing and deadline computation
- **Legal operations:** client intake and conflict checks, case and matter management, SOP development, documentation audits, records management, legal project management
- **Compliance and finance:** HIPAA and attorney-client privilege compliance, regulatory filings, billing and trust (IOLTA) accounting support, payroll coordination, basic bookkeeping
- **Automation and CRM:** GoHighLevel, Zapier, n8n, Make, automated intake pipelines, appointment confirmation and no-show reduction
- **Bilingual communication:** native Spanish and fluent English for client communication, intake interviews, and legal translation and interpretation

Professional Experience

Quality Touch Community Care | Remote

Billing, Payroll and Compliance Coordinator | November 2025 – Present

- Enforce HIPAA and healthcare privacy compliance across confidential medical and personnel records, coordinating corrections with internal stakeholders.
- Reconcile timesheets, invoices, and billing accounts to catch discrepancies before close, maintaining audit-ready records.
- Coordinate payroll and billing accuracy across HR, legal, and operations teams, bridging English/Spanish communication on sensitive matters.
- Manage Stripe transactions, including failed payments, refunds, disputes, and payouts, escalating issues that need judgment.

Virtual Executive Assistant and Compliance Coordinator | May 2025 – November 2025

- Organized and submitted 30+ regulatory filings and formal agreements via DocuSign, ensuring adherence to state and federal guidelines.
- Audited client service paperwork for procedural accuracy and verified regulatory compliance across active accounts.
- Coordinated high-volume interview scheduling, communications, and intake verifications from application through final placement.

Remote Sell Essence | Remote

Founder, Operations and Legal Operations Partner | April 2020 – May 2025

- Owned daily operations for client engagements, including master calendars and deadline tracking, with a 100% on-time filing record.
- Conducted statutory and case law research in Westlaw and LexisNexis; drafted preliminary discovery requests, responses, privilege logs, and disclosure summaries.
- Coordinated federal and state e-filings through PACER and court portals, and cut trial exhibit preparation time by 40%.
- Managed documentation, compliance checks, and transaction binders for 15+ real estate closings monthly via DocuSign.
- Built automated client intake pipelines and CRM workflows in GoHighLevel, Zapier, n8n, and Make: lead response time fell from 48 hours to under 15 minutes, consultation attendance reached 80%, and 10+ hours were recovered weekly.
- Authored standard operating procedures (SOPs) and a Notion compliance repository covering case lifecycle, onboarding, and HIPAA audits, reducing administrative onboarding time by 50%.
- Managed Stripe transactions, drafted sales proposals in GoHighLevel, published same-day meeting recaps in Fathom, and held contractors accountable for deliverables and deadlines.

THCO / We Are Hiring / Blxck One Group | Remote

Operations and Client Acquisition Partner / Sales Specialist | January 2024 – April 2025

- Supported candidate and client pipelines for legal-service providers, contributing to over $500K in new business through structured outreach and referrals.
- Structured prospect records using AI research tools and database management, improving intake conversion rates by 40%.
- Drafted service agreements and proposals for legal-sector clients, aligning terms with commercial requirements and regulatory specifications.

TeamingPro | Remote

Operations and Account Coordination Specialist | May 2021 – December 2023

- Maintained CRM pipeline hygiene and achieved an 80% appointment attendance rate through automated reminder and confirmation workflows.
- Researched corporate entities and key decision-makers to validate documentation and regulatory alignment across enterprise accounts.

Fleekminds | Remote

Regional Sales Partner | April 2020 – April 2021

- Managed full sales cycles with regional and national legal-service providers, from prospecting through negotiated contract close.
- Negotiated service agreements with senior stakeholders and prepared formal proposals, pitch decks, and supporting documentation.

Our Lady of Mt. Carmel Church | Staten Island, NY

Administrative Assistant | January 2019 – March 2020

- Managed schedules, vendor communications, and daily office operations for a bilingual community institution.
- Processed payroll inputs, maintained financial records, and reorganized administrative systems to accelerate inquiry response times.

Education

Career Diploma in Legal Assistant / Paralegal Program | Stratford Career Institute, Remote | May 2026 – October 2026 (Completed)

- Coursework: civil litigation, legal research and writing, contracts, real estate transactions, legal ethics, client communication, law office procedures.

Career Diploma in Accounting Technology and Bookkeeping | Stratford Career Institute, Remote | Started August 2026; expected June 2027

- Coursework: financial accounting principles, preparation of financial statements, payroll processing, recordkeeping, wage and hour compliance.

Bachelor of Arts in Psychology and Mathematics | Hunter College, City University of New York, New York, NY | August 2015 – January 2022

- Coursework in research methods, statistics, and ethics; Academic Honor Society member.

Skills, Languages and Training

- **Legal and court systems:** Westlaw, LexisNexis, PACER, state and federal e-filing portals, Clio, MyCase, DocuSign, Adobe Acrobat Pro
- **CRM and automation:** GoHighLevel, Zapier, n8n, Make, generative AI tools (ChatGPT, Claude, Gemini, Notion AI)
- **Finance and payments:** QuickBooks Online, Gusto, Stripe, Google Sheets, Excel
- **Compliance and documentation:** HIPAA, regulatory filings, SOPs, documentation audits, audit-ready recordkeeping
- **Collaboration tools:** Google Workspace, Microsoft 365, Slack, Zoom, Fathom, Calendly, Asana, ClickUp, Monday.com, Trello, Notion
- **Languages:** English (fluent); Spanish (native); French and Italian (professional working proficiency)

- **Additional training:** Strategic Use of AI for Entrepreneurship; AI Opportunities and Enterprise Risk Management; Business Launch and Microtrends; Digital Marketing Internship Programme (2024)