# Zuhail Marina Daley

Legal Support and Client Intake | Venezuelan-Trained Lawyer

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## PROFESSIONAL SUMMARY

Venezuelan-trained lawyer (Universidad de Falcón, 2012) with independent civil and commercial law practice experience, including drafting contracts and legal documents, and 8+ years in customer service. Combines knowledge of Spanish legal terminology with experience in client communication, data entry and retrieval, request and complaint handling, and managing 90+ calls daily with a 92% customer satisfaction rating. Native Spanish speaker focused on supporting law firms and legal intake teams. Authorized to practice law in Venezuela; not licensed to practice law in the U.S.

## SKILLS

- Drafting contracts and legal documents (purchase-and-sale agreements, ownership transfers, travel authorizations)
- Spanish legal terminology (civil and commercial law)
- Client communication and guidance
- Client data entry and retrieval
- Request, inquiry, and complaint handling
- High-volume phone support (90+ calls daily)
- Tools: Microsoft Office, Google Workspace, CRM / customer service software, legal software (Venezuela)

## WORK EXPERIENCE

**Teacher 1**
*RCMA — Florida | April 2023 – May 2025 (seasonal)*

- Functioned as lead teacher in a toddler daycare classroom (seasonal position with summer layoffs).
- Communicated consistently with parents and administration about children's behavior, social and developmental progress, and any observed health conditions.
- Led a classroom of up to 15 children ages 1 to 4, planning and implementing learning, behavior, and development activities.
- Created a story-time role-play program that improved children's speech clarity and confidence by 24%.

**Mobile Phone Sales and Child Care**
*Two consecutive positions | 2019 – 2023*

- Sold mobile phones and telephone service lines.
- Subsequently worked in a daycare.

**Customer Service**
*Claro Telecomunicaciones — Costa Rica | 2016 – 2019*

- Received and handled consumer requests, questions, complaints, and suggestions.
- Informed customers about telecommunications products and services and guided them in their use.
- Provided specialized technical assistance to resolve product and service issues.

**Customer Service**
*Sealed B J LLC — Costa Rica | 2011 – 2016*

- Handled 90+ calls daily, including registering new customers, retrieving customer data, presenting product information, and processing service cancellations.
- Earned an average customer satisfaction rating of 92%, 12% higher than the company average.
- Provided creative solutions to help coworkers resolve customer issues.
- Proposed new tactics to persuade customers who wanted to cancel to stay with the company, reducing cancellations by 5%.

**Lawyer (Abogada) — Independent Practice**
*Independent practice — Venezuela | 2012 – 2014*

- Drafted contracts and other legal documents, including purchase-and-sale agreements, ownership transfers, and travel authorizations.
- Practiced law independently in civil and commercial matters in Venezuela.
- Used legal software in legal work in Venezuela.
- Authorized to practice law in Venezuela; not licensed to practice law in the United States.

## EDUCATION

**Law Degree (Título de Abogada) — Universidad de Falcón, Venezuela | 2012**

- Authorized to practice law in Venezuela. Not licensed to practice law in the United States.

## CERTIFICATIONS AND TRAINING

- DCF Child Care Training (Florida) — 45 hours

## LANGUAGES

- Spanish: Native
- English: Basic conversational (functional reading and writing)

## ADDITIONAL INFORMATION

- Authorized to work in the United States.
- Available for 100% remote, part-time work.