Jennifer Reeder

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PROFESSIONAL SUMMARY

Criminal Justice student at Southern New Hampshire University with experience in investigations, healthcare administration, client relations, and business management. Skilled in records management, client communication, documentation review, and handling confidential information. Active member of the Delaware County Bar Association, National Association of Criminal Defense Lawyers, and American Association for Justice. Seeking a Legal Assistant, Case Assistant, or Investigative Assistant position to gain hands-on experience within the legal field while continuing my education toward a career in criminal defense law.

CORE COMPETENCIES

- Client Intake & Client Relations
- Case File Management
- Legal & Administrative Support
- Investigative Research
- Claims Investigation
- Records Management
- Confidential Information Handling
- Medical Documentation Review
- Microsoft Office Suite
- Professional Communication
- Calendar & Appointment Coordination
- Team Leadership

EDUCATION

Southern New Hampshire University

Associate of Science, Criminal Justice *(In Progress)*
Expected Graduation: June 2027

Relevant Studies:

- Criminal Law
- Social Services
- Paralegal Studies

Activities & Honors:

- Secretary, Justice Impacted Club
- Honor Roll, Fall 2025
- President's List, Spring 2026
- Member, The National Society of Leadership and Success (Sigma Alpha Pi)
- Member, Delaware County Bar Association
- Member, National Association of Criminal Defense Lawyers
- Member, American Association for Justice

P2P Prison to Professional Program

Cohort 48 | Graduated December 2025

Focused on:

- Professional Development
- Career Readiness
- Leadership
- Mentorship Training

PROFESSIONAL EXPERIENCE

Assistant Sales Manager

Wholesale Fireworks | Linwood, PA
June 2025 – July 2026

- Assist with daily business operations and customer service.
- Maintain accurate transaction records and cash reconciliation.
- Coordinate inventory management and product tracking.
- Support compliance with safety procedures and company policies.
- Resolve customer concerns through professional communication and problem-solving.

Insurance Representative

Reece Brown State Farm | Brookhaven, PA
May 2023 - September 2023

- Conducted investigations and reviewed documentation related to insurance claims.
- Evaluated policy eligibility and assisted with claims resolution.
- Coordinated inspections and maintained detailed client records.
- Managed communications for a portfolio of more than 200 clients.
- Reviewed confidential information while ensuring accuracy and compliance.

Owner Operator / Lead Hairstylist

Knuckleheads Mobile Hair Services | Brookhaven, PA
August 2019 - August 2025

- Managed all business operations, scheduling, billing, and client relations.
- Maintained confidential client records and appointment documentation.
- Developed marketing and customer retention strategies.
- Built and maintained long-term client relationships through exceptional service.
- Oversaw administrative functions and business compliance requirements.

Patient Service Representative

Einstein Medical Center | King of Prussia, PA
June 2015 - June 2019

- Scheduled appointments and coordinated referrals.
- Verified insurance eligibility and maintained patient records.
- Handled confidential medical information in compliance with privacy requirements.
- Improved appointment adherence through proactive client outreach.
- Assisted patients with questions regarding services, procedures, and insurance matters.

Business Development Manager

Saturn of West Chester | West Chester, PA
July 2005 - June 2008

- Led customer engagement and retention initiatives.

- Managed inbound and outbound communications.
- Maintained customer records and sales documentation.
- Coordinated scheduling and follow-up activities with prospective clients.

PROFESSIONAL AFFILIATIONS

- Delaware County Bar Association (DCBA)
- National Association of Criminal Defense Lawyers (NACDL)
- American Association for Justice (AAJ)
- National Society of Leadership and Success (NSLS, Sigma Alpha Pi)

ADDITIONAL QUALIFICATIONS

- Strong interest in criminal defense law and legal advocacy
- Experience handling sensitive and confidential information
- Excellent written and verbal communication skills
- Skilled in client interaction, documentation review, and investigative processes
- Proven leadership and organizational abilities

References Available Upon Request