

# Diego Delapuate

Universal Property & Casualty Ins. Co.  
Paralegal

## Contact

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Florida, 33073  
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@gmail.com

## Experience

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2018 - Current

### **Trial and Litigation Paralegal *Universal Property & Casualty Ins. Co.***

As a litigation paralegal, I am responsible for auditing cases, managing discovery and case progression, and trial preparation/trial support. Auditing cases includes legal analysis and compliance review; case management includes ensuring all discovery matters are timely scheduled and/or completed, timely drafting pleadings and motions and/or discussing motions with the attorney then ensuring motions are filed and set for hearing; trial preparation entails a deep dive into case facts and discovery, while ensuring compliance with Court orders and preparing for trial appearances, vis-à-vis trial support.

2010 – 2017

### **Customer Service Representative *Inktel Contact Center Solutions***

Inktel Contact Center Solutions was a call center that managing a variety of project accounts. I worked as a customer service representative on four accounts. My duties included inbound customer service, scheduling, sales/retention/upselling, managing emails. Additionally, one project I was assigned as shift lead that would deescalate frustrated customers, queuing calls to appropriate staff, manage staffing hours, and mine and report shift data.

## Certifications

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Certified Paralegal  
Certified Kickboxing Instructor  
Certified Personal Trainer  
Certified Fitness Nutrition Coach

## Links

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<https://www.linkedin.com/in/diegodelapuate-inwardstrength?trk=contact-info>

## Education

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2022 – 2025

### **Juris Masters Florida State University**

2017 – 2021

### **B.S. Psychology Florida International University**

2009 – 2016

### **A.A. Psychology Broward College**

## Soft Skills

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Creativity  
Leadership  
Organization  
Problem solving  
Teamwork  
Reasoning  
Communication  
Tenacious work ethic  
Critical thinking

## Hard Skills

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Legal research & writing  
Academic research & writing  
Human research design  
& interpretation  
Statistical analysis  
Behavior modification  
Project management  
Program design

