

Keisha Monroe

Court Monitor

Court monitor with 1.5 years recording trial court proceedings using FTR Gold digital audio recording. Runs equipment checks before each session, keeps detailed log notes and handles transcript requests from attorneys and the public. Certified electronic court reporter with strong legal terminology, confidentiality and attention to detail.

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EXPERIENCE

Court Monitor

04/2025 - Present

Quinsigamond District Court

Worcester, MA

District court with 6 courtrooms hearing criminal, civil and housing cases.

- Record 8 courtroom sessions a week with FTR Gold, capturing 4 microphone channels for each hearing.
- Write log notes with speaker names, exhibits and time stamps so transcribers can find any moment fast.
- Process 40 audio copy and transcript requests a month, checking each against impoundment orders first.
- Test microphones and recorders before each session, catching 15 equipment faults before court opened in 2025.

Office Assistant

06/2023 - 03/2025

Blackstone Valley Insurance Agency

Worcester, MA

Independent insurance agency with 12 staff.

- Typed 70 words per minute to enter 200 policy changes a week with 99% accuracy.
- Answered 50 client calls a day and routed claims to the right agent.
- Maintained 4,000 digital client files under the agency's privacy rules in Microsoft Office.
- Organized the agency's paper archive by year and policy number before a 2024 office move.



SKILLS

Digital Audio Recording

FTR Gold

Log Notes

Equipment Checks

Transcript Requests

Legal Terminology

Typing (70 WPM)

Microsoft Office

Confidentiality

Attention to Detail



EDUCATION

Associate in Science

05/2023

Quinsigamond

Community College

Worcester, MA

Paralegal Studies



CERTIFICATES

Certified Electronic Court Reporter (CER)

11/2025

American Association
of Electronic Reporters
and Transcribers
(AAERT)