Priyanka Shah

Court Operations Specialist

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SUMMARY

Court operations specialist with 4 years in district and municipal courts, supporting case flow, scheduling and remote hearings for 9 judicial officers. Reviews the e-filing queue, builds caseload reports in Microsoft Excel and fixes process gaps between the clerk's office and courtrooms. Calm with the public and precise with legal terminology.

EXPERIENCE

Court Operations Specialist

05/2023 - Present

Puget Sound District Court

Seattle, WA

District court with 9 judicial officers and 45,000 filings a year.

- Review **120** e-filed documents a day, accepting or returning each within one business day.
- Run remote hearing support on Zoom for 25 hearings a day, setting up rooms for interpreters and counsel.
- Build monthly caseload reports and time-to-disposition data in Microsoft Excel for the court administrator.
- Streamline the warrant-quash process from 11 steps to 6, saving clerks 10 hours a week.

Court Clerk

09/2021 - 04/2023

North Sound Municipal Court

Everett, WA

Municipal court for criminal misdemeanor and infraction cases.

- Processed 80 criminal and infraction filings a day in the Odyssey case management system.
- Set hearings and sent notices for 3 courtrooms, cutting reschedules by 20%.
- Served the public counter and phones, about 70 contacts a day, explaining court procedures clearly.
- Prepared daily dockets and pulled files for each judge before court opened.

SKILLS

- Case Flow
- Remote Hearing Support
- E-Filing
- Caseload Reports
- Microsoft Excel
- Odyssey
- Process Improvement
- Legal Terminology
- Court Procedures
- Customer Service

EDUCATION

Bachelor of Arts

06/2021

University of Washington

Seattle, WA

Law, Societies, and Justice

CERTIFICATES

Caseflow and Workflow Management

10/2024

National Center for State Courts, Institute for Court Management

Microsoft Office Specialist: Excel Expert

03/2024

Certiport