

Delia Pedroza

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EDUCATION:

Merritt College – Student	Present
Congress of Neutrals - Mediation Training	Certificate
Merritt College /Completion of the Paralegal Studies Program 2017	Paralegal Studies/Graduate
Los Medanos Community College /	Business / Internship Spring (2016)
High School / Diploma	

QUALIFICATIONS:

- Bilingual: Proficiency in written and verbal communication Spanish & English;
- Ability to communicate effectively (oral, and written) with client, staff, and community groups
- Excellent presentation skills and ability to deliver presentation to groups
- Ability and desire to work effectively with a diverse community without regard to race, religion, sex, color, national origin, age, sexual orientation, familial status, or disability, and low-income households/underserved population
- Truthful and ability to hold information confidential with excellent judgment
- Maintain positive and professional attitude Strong problem solving.

WORK EXPERIENCE:

Fair Housing & Tenant/Landlord Counselor ECHO Housing May 2018 to Present

Providing counseling and investigation of complaints including conciliation and facilitation of referrals. Making reasonable accommodations requests, providing advocacy, intervention and mediation services. Interview prospective clients, complete intakes, provide services and resources. Assist tenants with administrative complaints/grievances for filing. Providing free telephone Tenant/Landlord counseling to both tenants and landlords regarding their housing rights and responsibilities under state federal and local ordinances. Explain type of housing programs including subsidized housing rules & regulations. Develop positive relationships with clients, and community partners. Maintain rapport and contact with fair housing enforcement agencies; facilitate referrals. Publicize fair housing through outreach; distribution of fliers. Conduct and attend fair housing trainings, community meetings, community education events/workshops, other public service announcements, and attend municipal/local government hearings and/or meetings. Well versed on issues regarding rent increases, evictions, security deposits and repairs. Cite specific civil codes that pertain to the client's housing matter and/or provide sample letters that address a particular issue.

Paralegal (Part-Time) All Collections, Inc., Oakley, CA 07/2014 – 05/2018

Prepare and of type legal documents; motions, declarations, and judicial council forms. Delivering documents to court and enforcing agencies for filing as well as e-filing; Odyssey and OneLegal. Interview clients, gather evidence of claim; includes create and maintain a paper and electronic account and litigation database. Accounting; post payments, run credit cards payments, run monthly reports, prepare bank checks and handle accounts payable and receivables. High paced and multi-task while remaining in compliance with local judicial branch/governmental agencies' rules and procedures as well as state and federal laws.

Licensed Real Estate Agent 3/2004 – 2012

Provided housing counseling, executed re-sale of residential properties, which included managing the tasks such as escrow, home inspection, repairs, appraisals and process of loan packages. Participated in first time home buyers' workshops and continued education.

COMMUNITY SERVICES:

Rivertown Jamboree/Volunteer –Crab Feed	01/01/2018 to Present
4 th of July Pancake Feed	01/01/2018 to Present