

# Jeca Williams

Mediator

Address

[REDACTED]

[REDACTED]

Driven Mediator with strong background in providing conflict resolution. Resourceful in gathering relevant information regarding disputes, and guiding both individuals and groups to reach satisfactory agreements and settle complicated issues. Active listener with attention on maintaining communication throughout case assessment and resolution. Devoted to adhering to ethical guidelines and laws throughout all casework.



## Skills

- ◆ Client Needs Assessment
- ◆ Conflict Management
- ◆ Deductive Reasoning
- ◆ Process Analysis
- ◆ Creative Problem Solving
- ◆ Issue Resolution
- ◆ Life and Health Insurance Products
- ◆ Negotiation
- ◆ Critical thinking



## Work History

- ◆ **Apr 2014 - Current**    **Managing Director**  
*Creative ADR Services LLC (formally AO Mediation), Dallas, TX*
  - Use mediation techniques to facilitate communication between disputants, to further parties' understanding of different perspectives, and to guide parties toward mutual agreement.
  - Engaged in complex mediation under statutes relating to debt collection, auto insurance, and family cases
  - Mediate over 100 cases with 85 percent settlement rate.
  - Drafted settlement paperwork and gathered signatures from disputants to provide official documentation of agreed-upon solutions.
- ◆ **Mar 2014 -**    **Volunteer Mediator**

- Current** *Dallas County Dispute Resolution Center, Dallas, TX*
- Confers with disputants to clarify issues, identify underlying concerns, and develop understanding of respective needs and interests.
  - Facilitates parties to understand the different perspectives, and guide parties toward mutual agreement with settlement rate of 88%.
  - Prepares settlement agreements for disputants to sign and conduct meetings with disputants to outline mediation process, and settle procedural matters.
  - Uses mediation techniques to facilitate communication between disputants, to further parties' understanding of different perspectives, and guide parties toward mutual agreement.

- Sep 2015 - Current** **Volunteer Long-term Care Ombudsman**  
*Texas Department Of Aging And Disability, Dallas, TX*
- Investigate complaints, report discoveries, and accomplish resolutions to enhance personal satisfaction and care.
  - Support residents and families to resolve any complaints, address issues, as residents-directed advocate.
  - Characterize concerns, clarify rights, and recognize courses of action to affect change.
  - Provide information and help to select long-term care facility, residents' rights, and how long-term care facilities operate.

- Aug 2017 - Current** **Recorded Court Mediator**  
*116th Civil District Court - Dallas County , Dallas, TX*
- Resolved conflicts and negotiated agreements between parties in order to reach win-win solutions to disagreements and clarify misunderstandings.
  - Reviewed and analyzed opposing sides of disputes to objectively assess situations from legal perspective.
  - Drove dispute resolutions using effective problem-solving and by guiding mutual understanding of opposing viewpoints.
  - Formulated focused and individualized resolutions aimed to peacefully settle disputes.

- Oct 2017 - Current** **Volunteer Neutral**  
*Equal Employment Opportunity Commission, Los Angeles, CA*
- Meet with parties involved in dispute to clarify issues and quite towards resolution.
  - Telephonically handle complaints, settling disputes, and resolving grievances and complaints for number of cases.
  - Develop cooperative working relationships with parties for purposes of establishing rapport.
  - Identify and categorize information by recognizing differences and similarities in needs and interests.

- Jan 2018 - Current** **Adjunct Professor - Dispute Resolution/Mediation**  
*University Of North Texas, Denton, TX*
- Collected, analyzed and tracked data on student progress using Canvas/Blackboard to update and enhance learning plans.

- Taught Dispute resolution and Mediation courses, providing instruction to up to 41 undergraduate students per class.
- Utilized innovative methods of instruction, including video, interactive class activities and discussions to present course material.
- Evaluated student comprehension using exams, quizzes and assignments and managed student performance using automated reporting system, leveraging data to identify student learning needs and create action plans to overcome learning deficiencies.

◆ **Mar 2019 - Rostered Court Mediator**

**Current**

*Dallas County Justice Of The Peace 4-1, Grand Prairie, TX*

- Resolved conflicts and negotiated agreements between parties to reach win-win solutions to disagreements and clarify misunderstandings with 90% settlement rate.
- Negotiated agreements between employees to clarify misunderstood directions and resolve conflicts affecting performance.
- Drafted settlement paperwork and gathered signatures from disputants to provide official documentation of agreed-upon solutions.
- Drove dispute resolutions using effective problem-solving and by guiding mutual understanding of opposing viewpoints.

◆ **Apr 2019 - Adjunct Faculty Instructor**

**Current**

*Tarrant County College District, Fort Worth, TX*

- Identified strengths and weaknesses to create tailored learning activities, including hands-on and innovative activities for average of 20 students.
- Met with students to dispense study and career advice and provide guidance and potential opportunities within chosen field.
- Led and prepared lectures for professional development classes, including emotional intelligence and conflict resolution courses.
- Employed variety of teaching techniques to encourage student engagement and cater to diverse learning modalities.

◆ **Nov 2015 - AML Compliance Analyst**

**Nov 2017**

*NTT Data Inc, Farmers Branch, TX*

- Produced effective procedures for performing anti-money laundering investigations and deployed monitoring processes to maintain team consistency.
- Analyze Know Your Customer (KYC) investigations, sanctions searches, and company research to determine beneficial/principal ownership and related affiliates for on-boarding process of Politically Exposed Persons (PEP).
- Completed four reviews per day of entities and account identified as high-risk on ongoing basis as related to Anti-money Laundering (AML) matters with 100% accuracy.
- Evaluated quality problems and performed extensive research to identify and resolve loan disputes.

◆ **Jan 2015 - Paralegal**

**Dec 2015**

*Written Deposition Services Inc, Dallas, TX*

- Coordinated record recovery of 20 cases per day for various custodians.

- Deciphered complex authoritative archives including pleadings, movements, briefs, interrogatories, reactions, understandings, and legitimate memoranda.
- Negotiates expedited documentation deliveries with custodians to meet recordings and trial due dates.
- Completed legal research in databases and libraries to explore case certainties and arrange verifiable help for briefs and movements.

**Apr 2010 - Client Account Manager**

**Jan 2014** *Bureau Veritas Certification , Plano, TX*

- Managed certification management services of ISO9001 and ISO14001 for over 175 domestic and international customers among 350 locations.
- Conducted regular meetings with customers, subcontractors, and auditors to outline certification process.
- Authorized fees, supportive documentation, and time requirements to approve reimbursement claims.
- Developed and trained account management system to employees to improve customer satisfaction and monitor workflow.



## Education

**Aug 2014 - Master of Arts: Conflict Resolution And Reconciliation**

**Jul 2016** *Abilene Christian University - Abilene, TX*

**Aug 2014 - Graduate Certificate: Basic Mediation/Advanced Marital Studies**

**Jul 2016** *Abilene Christian University - Abilene, TX*

**Jan 2013 - B.A.A.S.: Alternative Dispute Resolution**

**May 2014** *University of North Texas - Denton, TX*

**Jan 2013 - Certificate: Alternative Dispute Resolution**

**May 2014** *University of North Texas - Denton, TX*

**Jan 2013 - Certificate: Basic Mediation/Family Mediation**

**May 2014** *University of North Texas - Denton, TX*

**Jun 2014 - Certificate: Paralegal Studies**

**Aug 2014** *University of North Texas - Denton, TX*



## Accomplishments

Mediator of the Year Finalist Dallas County Dispute Resolution Center, 2018  
 Mediator of the Month Dallas County Dispute Resolution Center, March 2018  
 Guest Speaker: Basic Mediation Course, UNT - Dallas 2016 - 2017  
 Co-Facilitator, Basic Mediation Training, Denton Bar Association, 2014



## Affiliations

- Member, Texas Mediator Credentialing Association, Current
- Member, Texas Association of Mediators, 2017 - 2018
- Member, American Bar Association, 2017 - 2018



## Certifications

- Oct 2015**      State of Texas Long Term Care Ombudsman
- Jul 2017**      Texas Department of Insurance Licensed General Lines Insurance Agent