Curriculum Vitae

Jessica Peak
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BACKGROUND

Ms. Peak is responsible for providing case management and administrative support to Dr. Pfeifer, Mr. White, Mr. Vozza, and Mr. Chermak and their engineering teams. She assists with the logistics and coordination of vehicle and scene inspections, testimony schedules, and maintenance of the case management system. Ms. Peak is a detail-oriented, organized, and reliable professional committed to delivering outstanding customer service.

AREAS OF EXPERTISE

- Communication
- Compliance
- Confidentiality
- Customer Service
- Detail Oriented
- Organization
- Records Management
- Time Management

EDUCATION

- B.A., Administration of Justice, University of Southern Mississippi, Hattiesburg, MS, 2010
- B.S., Library and Information Science, University of Southern Mississippi, Hattiesburg, MS, 2010

PROFESSIONAL EXPERIENCE

2025 – Present | Quality Forensic Engineering, LLC | Case Manager, Tallahassee, FL

- Provide case management, scheduling, and support to an engineering team.
- Send and track status of client engagement letters, assign tasks to engineers, obtain and log materials, and obtain status of cases from clients.
- Keep track of team calendars and scheduling on the network, making sure scheduling conflicts are resolved in a timely manner.
- Work closely with clients on a daily basis, meeting client needs with a sense of urgency.
- Prepare files to be sent to clients and others and maintain forensic files, setting up new file records and filing materials, as needed.
- Conduct research, run reports, and accurately enter and double check data in the system.

2015 – 2025 | Wakulla County Clerk of Court | Deputy Clerk, Crawfordville, FL

- Juvenile Delinquency and Collections Deputy Clerk for Wakulla County.
- Attended and represented the Clerk of Court at Juvenile Delinquency court hearings.
- Assisted in the creation and management of court documents.

- Maintained court dockets for Juvenile Delinquency hearings.
- Assisted pro se litigants and attorneys with filings and non-legal questions.
- Communicated with the County and Circuit Judges
- Communicated with attorneys in reference to court dates and court filings.
- Processed e-filed documents through the Florida Courts E-Filing Portal.
- Served as back up to the traffic, court costs, family law, dependency, and child support divisions.
- Utilized programs such as CCIS and Clericus to complete daily tasks.

2014 – 2015 | Capital Regional Medical Group | Medical Office Specialist, Crawfordville, FL

- Patient check out person for Dr. Frable.
- Reception desk duties.
- Communicated with patients and providers to include appointment schedule management.
- Checked-in patients and properly documented registration. Verified insurance and patient demographics.
- Filed medical records.
- Retrieved medical records and delivered to appropriate providers or department.
- Collected co-pays and other payments from patients.

2012 -2014 | Capital Regional Cardiology Associates | Medical Office Specialist, Tallahassee, FL

- Managed hospital and office schedules for cardiologists accurately and efficiently.
- Reception desk duties.
- Communicated with patients and providers.
- Checked-in patients and properly documented registration.
- Verified insurance and patient demographics.
- Filed medical records.
- Retrieved medical records and delivered to appropriate providers or department.
- Collected co-pays and other payments from patients.

2011 – 2012 | Howard Medical | Sales Support Specialist, Ellisville, MS

- Assisted outside sales by creating medical cart and professional services quotes.
- Communicated with outside and inside sales representatives.
- Coordinated with engineering to ensure that medical carts were quoted and designed correctly.
- Trained as production scheduler.

2008 – 2011 | Belk | Loss Prevention Associate, Hattiesburg, MS

- Store subject matter expert for the internal and external theft detection programs and ensured appropriate steps were followed.
- Directed and assisted the store with investigations, interviews and case procedure.
- Regularly reviewed loss prevention exception reports, and all other applicable reports.
- Promoted associate awareness through support of all customer approach programs.
- Ensured that all associates receive loss prevention awareness training.

2006 – 2008 | Office Depot | Customer Service Specialist, Hattiesburg, MS

- Provided excellent customer service and processed customers' orders.
- Acted as Lead Cashier.

- Closed out the daily activities.
- Placed orders through J-Millenia.
- Performed activities in Copy and Print Center.

2003 – 2006 | Winn Dixie | Customer Service Associated, D'Iberville, MS

- Provided excellent customer service and processed customers' orders.
- Managed Western Union funds, money orders, and checks.
- Trained new hires at Customer Service desk.

2005 – 2006 | Hancock Bank | Bank Teller, Biloxi, MS

- Prepared for the day and assisted others in their preparation.
- Completed customer transactions.
- Closed out the daily activities.
- Processed night drop box transactions.
- Balanced the branch components.
- Assisted and directed customers and with the completion of other branch functions.

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