

# Iris Desai

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## SUMMARY

Senior legal specialist with 15 years of progressive experience supporting **complex litigation, multi state matters, regulatory inquiries**, investigations, discovery, subpoenas, records requests, and enterprise legal operations. Paralegal certified professional with strong legal research, fact development, document analysis, deadline management, and legal database experience. Leads complex case workflows from intake through resolution, coordinates internal and external stakeholders, and prepares clear materials for counsel and business leaders. Advanced user of Microsoft 365, LexisNexis, Westlaw, document management systems, and approved LLM assisted research workflows. Monitors state and federal legislation, translates regulatory developments into practical recommendations, and coaches **legal support staff** through sensitive, time critical assignments. Healthcare sector experience supports sound judgment, confidentiality, accurate records, and dependable legal operations across multiple jurisdictions.

## EXPERIENCE

### Senior Legal Specialist

May 2022 - Present

HarborPoint Health Services

*Chicago, IL*

Leads legal support for complex healthcare litigation, regulatory matters, investigations, discovery, subpoenas, and records requests across multiple states. Coordinates counsel, business leaders, compliance partners, outside providers, and support staff while improving **legal research**, document control, deadline management, and approved LLM assisted workflows.

- Led multi state **healthcare litigation** support, aligning research, documents, deadlines, and counsel strategy.
- Directed subpoena and records request workflows, validating facts and escalating unresolved response issues.
- Coordinated **discovery** and **investigations** with business leaders, compliance partners, outside counsel, and custodians.
- Synthesized Westlaw and LexisNexis research into practical memoranda for complex legal decisions.
- Monitored state and **federal legislation**, supporting implementation plans for changing healthcare requirements.
- Coached support staff on **Microsoft 365**, document control, quality review, and LLM research methods

### Lead Litigation Paralegal

January 2019 - April 2022

Midwest Benefit Administrators

*Chicago, IL*

Managed litigation support for benefits and healthcare administration **disputes** across multiple jurisdictions. Guided paralegals and legal assistants through subpoenas, government inquiries, discovery production, **factual development**, legal research, document management, and deadline controls supporting attorney review and case planning.

- Managed benefits litigation support across jurisdictions, organizing case materials for attorney review.
- Prepared legal documents by reconciling factual records with procedural requirements before submission.
- Led subpoena and government inquiry responses while protecting **confidential information** throughout production.
- Conducted **Westlaw** and **LexisNexis** research supporting motion practice, investigations, and case planning.
- Organized witness materials, chronologies, investigation records, and **discovery** productions in document systems.
- Guided paralegals through complex deadlines, quality controls, and sensitive matter workflows

### Senior Paralegal

June 2016 - December 2018

Great Lakes Managed Care

*Milwaukee, WI*

Supported in house counsel with healthcare disputes, administrative matters, regulatory inquiries, investigations, **subpoenas**, discovery materials, and research memoranda. Independently managed assigned files, developed factual records, monitored regulatory changes, and maintained reliable matter information across legal databases and document repositories.

- Managed healthcare dispute files, administrative matters, and **regulatory inquiries** for in house counsel.
- Built factual chronologies through interviews, business record review, and issue focused investigation.
- Drafted subpoena responses, correspondence, **discovery** materials, and research memoranda for attorney review.
- Tracked state and federal regulatory developments, summarizing operational implications for business leaders.
- Maintained litigation and investigation records in **legal databases** and document repositories.
- Used Excel, Word, PowerPoint, and Outlook to coordinate time sensitive legal work

### Paralegal

July 2013 - May 2016

Lakeshore Insurance Group

*Madison, WI*

Supported insurance litigation and regulatory matters across a multi state operating footprint. Gathered records, researched authorities, coordinated business units, maintained deadlines, checked factual consistency, and assembled materials supporting settlement discussions and case strategy.

- Supported insurance litigation and regulatory matters across multiple operating jurisdictions.
- Gathered policy, claims, correspondence, and business records for **discovery** and subpoenas.

- Researched authorities in LexisNexis and Westlaw, summarizing procedural and regulatory issues.
- Maintained court deadlines and coordinated document collection with business units.
- Checked pleadings, exhibits, and records, flagging discrepancies before attorney review.
- Assembled chronologies, damages records, research, and exhibits for settlement **strategy**

**Legal Assistant**

June 2011 - June 2013

Prairie State Legal Services

Springfield, IL

Supported civil litigation attorneys with matter files, routine documents, records, subpoenas, **legal research**, calendars, and deadline tracking. Built foundational capability in deposition preparation, discovery organization, fact checking, searchable records, and legal database administration.

- Maintained civil litigation files, routine documents, client records, pleadings, and exhibits.
- Prepared subpoena packages and tracked custodian responses through completion.
- Researched public records and legal authorities in LexisNexis under attorney direction.
- Entered matter information and deadlines into **legal databases**, reconciling updates against filings.
- Prepared deposition materials and organized **discovery** records for attorney review.
- Built early litigation support capability through fact checking and calendar coordination

**PROJECTS**

**Multi State Regulatory Change Review** 📅 2024

Coordinated legal, compliance, and operational partners through a structured review of state and federal legislative developments. Shared clear findings, listened to practical concerns, and helped shape implementation priorities for healthcare operations.

**LLM Assisted Legal Research Workflow** 📅 2023

Helped support staff evaluate approved LLM assisted research methods alongside Westlaw and LexisNexis. Documented review steps, preserved attorney oversight, and encouraged careful use of emerging tools in sensitive matters.

**LEADERSHIP & AWARDS**

- Recognized as a trusted resource for complex litigation support and sensitive regulatory matters.
- Selected to mentor legal operations peers through litigation technology and workflow improvements.

**EDUCATION**

**Bachelor's Degree in Legal Studies**

2011

University of Illinois Springfield GPA: 4.0

Springfield, IL

***Coursework:** Legal research, litigation practice, regulatory law, business law*

**CERTIFICATIONS**

- Paralegal Certificate 📅 2011
- Legal Technology Training Certificate 📅 2023

**TECHNICAL SKILLS**

- **Microsoft 365:** Word, Excel, PowerPoint, Outlook
- **Legal Research Platforms:** Westlaw, LexisNexis, Case law research
- **Document Management:** Document repositories, Matter files, Records retention
- **Legal Databases:** Matter databases, Deadline tracking, Case records
- **Litigation Support:** Discovery, Subpoenas, Motion support
- **Regulatory Research:** State legislation, Federal legislation, Regulatory inquiries
- **Investigation Support:** Fact development, Interviews, Chronologies
- **Records Requests:** Custodian coordination, Records collection, Response tracking
- **Research Technologies:** LLM assisted research, Legal databases, Research validation
- **Information Management:** Document review, Quality control, Confidential records

**SKILLS**

- |                      |                          |                       |                 |
|----------------------|--------------------------|-----------------------|-----------------|
| • Complex litigation | • Investigations         | • Case management     | • Microsoft 365 |
| • Subpoena response  | • Legal research         | • Fact checking       | • LexisNexis    |
| • Records requests   | • Regulatory inquiries   | • Deadline management | • Westlaw       |
| • Discovery          | • Legislation monitoring | • Project management  |                 |

**PROFESSIONAL AFFILIATIONS**

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- Legal Operations Mentor, Chicago Paralegal Professional Network.
- Continuing Education Participant, Litigation and Legal Technology Programs.

**LANGUAGES**

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- English (Native)
- Spanish (Intermediate)

**ADDITIONAL INFORMATION**

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**Work Status** : Authorized to work in United States. No sponsorship required.

**REFERENCES**

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AVAILABLE ON REQUEST