Maya Henson

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EDUCATION

University of South Carolina, B.A. in International Studies, Minor in Business Administration *May 2024*
Magna Cum Laude | GPA: 3.77 | Completed in three years

PROFESSIONAL EXPERIENCE

Mann Blake and Jackson Law Firm, Remote/In-Person *Columbia, SC*
Full-Time Intake Operations Manager and Legal Assistant, May 2024 – Present

- Led the development and implementation of a firm-wide intake and pre-litigation system for a newly established medical malpractice law firm, scaling intake volume from 214 intakes in its first year to 1,158 over the following 18 months while establishing scalable workflows and standardized processes.
- Supervised a team member hired as volume grew to assist with medical records, while retaining ownership of intake.
- Owned end-to-end lead management, serving as the primary point of contact for incoming inquiries and independently overseeing client communication, follow-up, and pre-litigation coordination to minimize attorney involvement in routine operations.
- Evaluated incoming inquiries for case viability, determining which matters to advance, decline, or refer.
- Coordinated multiple concurrent deadlines across medical providers, medical experts, outside counsel, and clients to keep matters on schedule.
- Built and maintained client relationships through proactive follow-up, responsive communication, and addressing client concerns, ensuring a consistent and supportive experience throughout the intake process.
- Supported business development and marketing initiatives through digital marketing campaigns, SEO, and client outreach.

Rogers Lewis Jackson Mann & Quinn LLC *Columbia, SC*
Part-Time Legal Assistant/Receptionist, August 2022 – May 2024

- Provided administrative and legal support to attorneys, including drafting legal documents, preparing case files, and organizing litigation materials.
- Coordinated documentation, managed records, and supported day-to-day office operations while ensuring accuracy and meeting time-sensitive deadlines.

Salon 561 *West Columbia, SC*
Part-Time Salon Assistant, August 2021 – July 2022

- Built strong client relationships through personalized service, responsive communication, and consistent attention to client needs.
- Supported social media marketing and brand promotion through digital campaigns and partnerships with local businesses.

CAMPUS INVOLVEMENT

Student Government Relations, Legislative Action Network *2022 – 2023*

- Co-authored a policy brief presented to the South Carolina State Legislature advocating for campus improvements and student priorities.

Awards: International Baccalaureate Diploma (score 40); South Carolina Seal of Biliteracy; University of South Carolina Capstone Scholar; Palmetto Fellows Scholar; President's List and Dean's List recipient

Languages: English (native); Spanish (advanced)

Interests: Ceramics; journaling; Florida Panthers hockey; house and tech house music; Joachim Trier films