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The Mostly Legal Podcast: Season 3, Episode 2 "From Cold Calling to Shot Calling: In Law Firm Management, Customer Service is Key"

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Are you an Apple or PC user? Could you imagine no Ctrl Alt Delete? As a dominant and highly active member in the Mile High chapter of ALA, Terri-Moore Natal brings us through her unconventional journey into the legal management world. Terri-Moore Natal walks us through how her time at a call center translated into her work as a paralegal and law firm administrator. Join us for this thoughtful conversation about career paths to firm culture all the way to an incredible cause for Terri's "Pitch Your Passion".

About the Guest

Terri Moore-Natal

Terri has been in both corporate and legal industry management since 2003. Terri has background as a Paralegal, Administrator, Human Resources Manager, and Executive Services Manager, while wearing many hats in between. That versatility lends itself to Terri's current role, which is to manage the daily operational needs of Holzer Patel Drennan so that its attorneys, paralegals, and staff can focus on meeting the needs of our intellectual property clients.

As a proud Air Force brat, Terri has been fortunate enough to live on both the East and West coasts as well as Italy and England. While Colorado has been Terri's home for over 20 years, she and her spouse continue to travel whenever possible.

Episode Resources

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- [Association of Legal Administrators \(ALA\)](#)

 - [Holzer Patel Drennan \(Terri's Firm\)](#)

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