

## **Marcia (Marci) Y. Anavitarte-Jordan, MA-CRR Distinguished Credentialed Mediator (TMCA)**

### **Background**

Being a consummate ADR professional, I have been mediating for over 20 years and arbitrating for over 3 years. Due to my hard work and perseverance, my success rate is over 94%. I have worked in numerous fields from the private sector of financial and insurance products to legal, education, and state government. I have conducted over 1500 formal mediations. Of these, numerous were converted to non-binding arbitration agreements. My formal education, certificates and designation include the following:

- Distinguished Credentialed Mediator-Texas Mediator Credentialing Association (TMCA)
- Associate Degree-Legal Assistance (Paralegal Studies)-College of S. Nevada
- Bachelor of Applied Science-Business-University of Mary Hardin Baylor\*
- Master of Art-Conflict Resolution and Reconciliation (Conflict Management and Resolution) Abilene Christian University
- Mediation Certificate-Abilene Christian University
- Advance Mediation-Family Law-Abilene Christian University
- Arbitration Certificate- Barnharn Graduate School and Seminary- Manouso Mediation and Arbitration, LLC
- Arbitration Certificate-Austin Better Business Bureau

### **Style and Technique**

I enjoy working with parties to help them reach a resolution and get closure to their concerns. My style is laid back, but never forgetting to provide the best service to all parties whether the mediation is resolved or not. I want parties to feel that regardless of the outcome, they were treated with the upmost respect and dignity. If either party feel uncomfortable, intimidated, or marginalized, it makes for a very counter-productive session.

During arbitrations, I make sure that all parties have my complete undivided attention throughout the proceedings. There is nothing more annoying and unprofessional than someone not paying attention. This is not paper and problems but people and concerns that need to be resolved. I make sure that I really listen to the parties, carefully review all documentation and information that is submitted. I make sure that I provide my determination in a clear and concise manner. I am very thorough but to provide the decision as quickly as possible. I do not like to wait, and I do not feel that it is fair for my parties to wait either.

For both mediation and arbitration, I charge a flat fee because everyone like to know what they are paying for upfront without any hidden cost.

### **Technology and Delivery**

Because we live in a tech savvy and digitally connected work, I conduct my mediation and arbitrations in numerous formats:

- Face-to-Face-either in Austin or a mutual agreed upon location

- Video Chat-Numerous platforms such as Zoom, Facetime, or Skype
- Conference Call-Conference number will be provided at the time of the meeting

**Personal Information:**

I am a Texas Girl, born and raised in Belton, Texas. I met my wonderful husband in Las Vegas, NV 30 years ago and been happily married for 28 man that I met when I lived in Las Vegas, NV and a beautiful daughter I love telling stories and telling jokes and one day hope to get enough courage to participate in Open mic at a comedy club or give a motivational speech.

I am a member Texas Association of Mediators, Texas Mediators Credentialing Association, Society of Human Resources Management, Austin Human Resources Management, and Delta Sigma Theta Sorority, Inc.