

NAPPS 2023 EDUCATIONAL SEMINAR SPEAKERS

Philadelphia Marriott Downtown – Philadelphia, PA April 22, 2023



LINDA MCGRATH-CRUZ, ACP, FRP

Panel: Client Retention Tactics using Communication, Ethics and Professionalism

Linda McGrath-Cruz has been an insurance defense paralegal for over 25 years in the areas of personal injury, medical malpractice and premises liability. She has overseen service of thousands of papers over the course of her career and has worked with professional process servers from across the country and beyond. Additionally, as the owner of Perfectly Paralegal, a paralegal community with over 19,000 members, Linda is in the unique position of having her finger on the pulse of the successes and struggles that Paralegals deal with on a daily basis - including those related to service of process.



PAULA PARRINO, ESQ.

Panel: Client Retention Tactics using Communication, Ethics and Professionalism

Paula is the Chief Administrative Officer and Vice President of Operations of Nationwide Court Services, Inc. With over 25 years of experience in the real estate, process service and title insurance industries, Ms. Parrino is the current President of the New York State Professional Process Servers Association and serves as the co-chair for the Arbitration & Grievance Committee of NAPPS. Ms. Parrino holds a baccalaureate from Hofstra, an M.Ed. from Dowling and a J.D. from Touro Law School. Licensed by the New York State Department of Financial Services as a Title Insurance Agent, Ms. Parrino is also a dedicated trainer. A co-founder of the Training Institute, LLC, vocational and professional education is one of Ms. Parrino's passions and she is a frequent CE and CLE presenter for a myriad of topics. Ms. Parrino Altieri has received the following awards: 40 Under 40 LI Business News Award; 2019 LI's Top 50 Women in Business; 2019 Herald News Real Estate Award for Achievement & Leadership; 2020 Power Women of LI Award, 2023 Diversity in Business Award and 2023 Premier Business Woman of LI Award.



TONY KLEIN

Panel: Client Retention Tactics using Communication, Ethics and Professionalism

Tony has been a process server since 1972 and has run Attorney Service of San Francisco and Process Service Institute (PSI). He has served on the Board of Directors of the California Association of Photocopiers and Process Servers (CAPPS, nka CALSPro), and participated in several of its committees, including the Forms, Legislative, Continuing Education, and Independent Contractor and Ethics committees. He has also written several manuals regarding service of process and have made a variety of seminar and continuing education presentations through PSI, CALSPro, legal secretary, paralegal, and docket associations. In 1995 CAPPS awarded him the Bert Rosenthal Memorial Award and was one of several founding members of NAPPS, where he also served as its Legislative Chairman. In 2010 Tony was awarded the MacDonald Award in NAPPS.



CAROL WATSON

Panel: Client Retention Tactics using Communication, Ethics and Professionalism

Carol is the owner of Resolute Services. She has been in the process serving business for 23 years, and is a past president of the Texas Process Server's Association. She is passionate about developing training and providing mentoring for process servers who are new to the industry. She had been a proud supporter and member of NAPPS since 2010.



GARY A. CROWE

Interjurisdictional Service Rules between States

Gary has been the Administrator of NAPPS since 2006, dealing with the various laws and rules governing the service of process across the country. This presentation will address issues and pitfalls for both the receiver and sender of out-of-state process.