

MARISELA MADDOX

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PROFESSIONAL SUMMARY

Experienced neutral with a strong foundation in dispute resolution, procedural fairness, and impartial decision-making. Served as a mediator in over 700 disputes under the Texas Department of Insurance "Surprise Medical Bill" Program. In addition, mediated over 300 complex disputes across consumer, employment, medical, civil, special education, and family law matters—developing deep insight into evaluating claims, assessing credibility, and applying regulatory frameworks. Delivers educational and experiential training as a dispute resolution instructor and coach for 40-Hour Basic and 30-Hour Advanced Family Mediation programs.

SKILLS

- Conflict Resolution
- Project Management
- Teaching & Coaching Mediation
- Maintain Neutrality & Confidentiality
- Empathy & Emotional Intelligence
- Research, Data Collecting, & Report Writing

WORK HISTORY

Mediator, Trainer, & Attorney | Stories to Solutions, LLC | Austin, TX | 2019-current

- Mediate disputes of the following nature: Child Protective Services, civil litigation, employee-employer, insurer and medical care provider, school districts and students/families [IDEA], juvenile offenders, and pre- and post-divorce.
- Design and deliver educational and experiential content as a mediation trainer for 40-Hour Basic Mediation and Family Mediation trainings, equipping new mediators with foundational knowledge, practical tools, and a hands-on experience.
- Keep abreast of state and federal laws, policies, and procedures related to case subject matter.
- Draft settlements for parties to use through the legal process.
- Establish professional, confidential lines of communication to support individual interests.
- Guide parties to a mutual understanding of opposing viewpoints to facilitate sustained resolutions.

Co-Founder & Chief Operating Officer | Sake Social, Inc | e-commerce | 2009-2025

- Realized market and knowledge gap in the alcohol retail space and used entrepreneurial skills to conceptualize the largest online US retailer of premium Japanese sake, shochu, and barware.
- Executed all daily responsibilities, including vendor contracts, customer relations, marketing, digital media engagement, and budget and strategic growth planning.
- Leveraged the company's proven success to secure a \$260K, three-year sponsored partnership with the government-adjacent Japan External Trade Organization (JETRO), to promote Japanese exports.

Project Specialist | Institute for Public School Initiatives, University of Texas | Austin, TX | 2010-2013

- Drafted grants, budgets, and contracts. Managed budget expenditures and receiving of invoices.
- Coordinated grant applications, including reviewing incoming applications to determine compliance with state and federal requirements and standards.
- Served as a liaison between funding sources and contractors.

Media Coordinator | Undergraduate Admissions, UCLA | Los Angeles, CA | 2007-2010

- Maintained working relationships with senior-level management, staff, and vendors to guarantee appropriate and timely delivery of all internal and public communication.
- Researched, wrote, and edited brochures and higher education policy reports.
- Wrote admissions blog to share campus events, answer questions, and provide information to prospective and admitted students.
- Supervised and delegated tasks to student workers.

Mediation & Law Clerk | Law & Mediation Office of Forrest Mosten | Los Angeles, CA | 2005-2006

- Assisted with case management, including court filing, scheduling, and client communication.
- Drafted mediation agreements and client correspondence from internal templates.
- Gathered relevant documents and information from clients in preparation for mediation.

EDUCATION

Master of Arts in Conflict Resolution & Mediation | Tel Aviv University, Tel Aviv, Israel | 2003

Juris Doctor | University of St. Thomas School of Law, Minneapolis, MN | 2007

Bachelor of Journalism | University of Texas, Austin | 2004

CERTIFICATIONS & LICENSES

- License to Practice Law in the State of Texas | 2009
- 52-Hour International Mediation Training [The Zofnat Institute for Organizational Consulting, Development, & Research in Jerusalem, Israel] | 2023
- 40-Hour Basic Mediation Training [Austin DRC] | 2019
- Child Protective Services [CPS] Mediation Training [Central Texas DRC] | 2019
- Advanced Family Mediation Training [Austin DRC] | 2019
- Transformative Mediation Training [Simon Mediation, MN] | 2025

COMMUNITY & MEMBERSHIP

Austin Mediators Association [AMA] | *President & Qualified Member, past Secretary*

Texas Association of Mediators [TAM] | *Secretary 2025 Board of Directors; Full Member*

Texas Mediators Credentialing Association [TMCA] | *Credentialed Advanced Mediator*

Texas Mediation Trainers Roundtable [TMTR] | *Member*

Volunteer with the Austin Dispute Resolution Center, Central Texas Dispute Resolution Center, Tarrant County, and the Bexar County Dispute Resolution Centers | *Recipient of the 2023 Bexar County DRC Distinguished Service Award*

Judges Hill Neighborhood Association | *Secretary*
