



JAMS ASSOCIATE PROFILE

Sandra Chan, ADR Consultant

Based in San Francisco, Sandra Chan is one of a handful of senior JAMS case management employees who work directly with attorneys worldwide to ensure they find the right ADR process and the best neutral for their case. We recently sat down with Sandra to learn more about her role.

How long have you been with JAMS?

It will be 25 years this spring.

What languages do you speak?

Other than English, I speak Cantonese and Mandarin fluently.

Please describe your role at JAMS.

Besides supporting a few assigned neutrals, I frequently consult with clients from around the world regarding their full range of ADR needs from mediations, moot court exercises, neutral analyses, arbitrations, and private trials. My work sometimes involves process design and often involves offering recommendations of neutrals who could assist the parties to resolve their disputes.

What can attorneys expect when they contact you about their case?

I always listen and learn about the parties' challenges and goals before trying to point them in the direction of the neu-

tral(s) and ADR processes that could help them resolve their disputes.

What do you enjoy most about your job?

I feel privileged to be able to work with and learn from some of the brightest people around the world and to be able to make a difference not only in the business community but in the lives of individuals.

What differentiates JAMS as an ADR provider?

In my humble opinion, JAMS neutrals are passionate about their work. JAMS and our neutrals are not satisfied just with delivering a service. We want to deliver results.

What benefits do international attorneys obtain in using JAMS to resolve their disputes?

International attorneys using JAMS can have confidence that they and their clients will be provided with fair, efficient, and cost-effective services. We pride ourselves on providing uncompromising service with integrity.

Contact Sandra Chan for assistance with your matter at jamsadr.com/sandra-chan.