**Experience:**  
EXPERIENCE:  
  
Real Estate Associate Buy and Sell Now Realty   
Hollywood, Florida  
November 2015 to present   
  
Condominium Sale: 2145 Pierce Street #417 Hollywood, Fl.  
Association: Warrenton House  
Closed: December 30, 2015  
$42,500  
Represented buyer  
  
Condominium Sale: 300 Berkley Road #203 Hollywood, Fl.  
Association: Cambridge House of Carriage Hills  
Closed March 1, 2016  
$75,500  
Represented buyer  
  
Single family home sale: 1020 N.W. 107th Avenue Plantation, Florida  
Bridgewater  
Closed: April 13, 2016  
$375,000  
Represented buyer  
  
Duplex sale: 6111-6121 S.W. 43rd Street  
Davie, Florida   
Investor/cash transaction  
Closed: June 27, 2016  
$236,000  
Represented buyer  
  
Condominium sale: 1913 South Ocean Drive, #137 Hallandale Beach, Florida  
Association: Chelsea Bayview   
Closed: July 22, 2016  
Represented buyer   
  
Listing: 1309 South 23rd Avenue Hollywood, Fl.  
Currently under contract   
$180,000  
  
Active BPO agent with Asset Valuation Marketing for local CMA's.  
  
  
Director of Marketing & Community Relations  
NutriMost South Florida  
December 2014 to November 2015   
Respond to all incoming inquiries from advertisement(s), multiple AM/FM radio stations, Sun Sentinel, Miami Herald   
Established business relationships with local television stations, in addition to all social media platforms   
Aggressive training in scripts to ensure accuracy and sale close  
Responsible for generating all new patient appointments, scheduling initial  
consultation & processing consult payments  
Performed all confirmation calls of appointments daily to ensure best show-rate   
Created new patient files with all necessary material for initial consultation and close Performed Zyto scans on each new patient, in addition to custom tailoring individual formulas   
Reviewed patient meal plans to ensure best probable system results.  
Managed PayPal account in conjunction with CRM MindBodyOnline Plan and direct activities such as sales promotions, coordinating with other department heads as required.  
Develop or implement product-marketing strategies, including advertising campaigns or sales promotions.  
  
  
WHOA.comHollywood, Fl.Jan 2014 -Nov 2014  
• Investigated and resolved customer inquiries and complaints in an empathetic manner.  
Adhered to all confidentiality requirements at all times.  
Promptly responded to inquiries and requests from prospective customers.   
Effective liaison between customers and internal departments.  
Fostered an environment which encouraged continual process improvements.   
Updated customer orders from start to finish in an accurate and timely manner. Developed highly empathetic client relationships and earned a reputation for exceeding service standard goals.   
Maintained up-to-date knowledge of product and service changes.  
Managed work to exceed quality service goals   
  
Senior Dispatcher & Account ManagerDec 2010 -Dec 2013  
Direct Connect Auto TransportFort Lauderdale, Fl  
Received and delegated all incoming calls to respective sales agents.   
Received/?elded all incoming calls for owner of Direct Connect Auto Transport.   
Dispatched all makes & model vehicles cross-country.   
Worked with all corresponding carriers/drivers.  
Kept all orders on JTracker accurately and updated daily.  
Managed Transcore Carrier Watch with updated carrier insurance   
Located and contact potential drivers for existing posted orders  
Communicated with all clients to ensure timely pick-up & delivery   
Ensure current positive ratings for Direct Connect Transport and corresponding carriers.   
Kept records of weekly orders i.e, deliveries, pick-ups, dispatched, canceled.   
Took delivery of vehicles locally at our o?ce and also picked up cars locally. Submit all dispatch sheets to accounting o?ce with corresponding sales agent and client deposit   
Information. Kept sales board updated on a daily basis dispatched cars.   
Managed "Live Chat" website for immediate interaction/quotes.  
Managed "Virtual Switchboard" Managed positive client reviews (post delivery) on TransportReviews.com.   
  
Customer Service Team LeaderJun 2007 -Jun 2008  
TriStar CommunicationsFort Lauderdale, Fl  
Work directly with our telecommunications clients to ensure complete satisfactory   
Processed all credit requests and account changes   
Ordered T-1 facilities for all dedicated clients/working with corresponding vendors and carriers.   
Reviewed incoming carrier invoices for payment   
Contacted clients to collect payments/account receivables.   
Strong leader of customer support sta?. Processed all monthly billing to clients   
Trouble-shooting on client behalf for issues reported working with necessary carriers/vendors.  
Solved unresolved customer issues.  
Promptly responded to inquiries and requests from prospective customers   
Property ManagerOct 2005 -May 2007  
GFI Property ManagementPlantation, Fl  
Review rents to ensure that they are in line with rental markets.  
Meet with prospective tenants to show properties, explain terms of occupancy, and provide information about local areas.  
Direct collection of monthly assessments, rental fees, and deposits and payment of insurance premiums, mortgage, taxes, and incurred operating expenses.  
Inspect grounds, facilities, and equipment routinely to determine necessity of repairs or maintenance.  
Investigate complaints, disturbances and violations and resolve problems following management rules and regulations.  
Manage and oversee operations, maintenance, administration, and improvement of commercial, industrial, or residential properties.  
Market vacant space to prospective tenants through leasing agents, advertising, or other methods.  
Worked with Broward Sheriff's Office and attorney(s) for all pending evictions  
Senior Account ManagerSep 1999 -Jun 2005  
PAETEC CommunicationsFort Lauderdale, Fl  
Answer customers' questions about products, prices, availability, product uses, and credit terms.  
Consult with clients after sales or contract signings to resolve problems and to provide ongoing support.  
Prepare sales contracts and order forms.  
Identify prospective customers by using business directories, following leads from existing clients, participating in organizations and clubs, and attending trade shows and conferences.  
Arrange and direct delivery and installation of products and equipment.  
Maintained billing base of over $400,000 annual  
Upsell existing client base for additional revenue  
Handled all trouble-shooting issues reported and provided favorable resolution in a timely manner  
Supervised account development team and managed all management responsibilities required  
Regulatory Affairs ManagerJul 1996 -Sep 1999 Group Long DistanceFort Lauderdale , Fl  
• Provide responses to regulatory agencies regarding product information or issues.  
Maintain current knowledge of relevant regulations, including proposed and final rules. Investigate product complaints and prepare documentation and submissions to appropriate regulatory agencies as necessary.  
• Implement or monitor complaint processing systems to ensure effective and timely resolution of all complaint investigations.  
Develop and maintain standard operating procedures or local working practices.  
EDUCATION:  
High School Diploma  
Western High School Jun 1987 Davie, FL  
Broward Community College  
AWARDS:  
Maestro Achievement Award for Outstanding Customer Service in 2001 (PAETEC Communications)  
Maestro Achievement Award for Outstanding Customer Service in 2002 (PAETEC  
Communications)  
  
  
**Education:**  
Graduated high school in 1987, some college, corporate America warrior, now licensed and a successful real estate agent.   
  
**Affiliations:**  
National Association of Realtors   
  
**Skills:**  
• Exceptional interpersonal communication & etiquette   
• Negotiation master  
• Excellent time management skills  
• Effective problem solver, solution finder  
• Client focused/Vendor friendly