**Delano DeJongh**

15134 Haven St

Frisco, TX 75035

702-302-7232

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**Overview of Qualifications**

I am a highly motivated and dedicated QA/VLO with 7 years plus experience. I also have a lot of knowledge of timeshare and how sales and marketing work together. I have had multiple awards for lowest cancellation and have been awarded QA of the year. I am a highly liked QA that my co-workers and sales team respects. I am always the go to QA for any closings and help or questions. I generally close the most deals and finish them with speed and efficiency.

**Skills/ Licenses**

\*\*\****Currently studying for COMPTIA A+ Certification\*\*\****

10 years plus customer service experience, owner relations, computer literacy, basic office knowledge.

Licensed Notary for Clark County

**Education**

Desert Oasis High School

Las Vegas, Nevada

High school Diploma 2010

**Employment History**

**Diamond Resorts**

**Quality Assurance Manager**

November 2018- October 2020

● Review contract documents making sure all required documents are present including state specific addendums. Sort in correct order and prepare for closing

● Go over all paperwork with owner making sure they understand each document and answering any questions with confidence. Collect any ACH/ACC information if needed.

● Input myself as QA in each deal I close along with any ACH/ACC information. Flip deal using “Chorus” to make deal good ● Provide contact information if owner has any further contract related questions in the future

● Follow up with owners for any penders that need more money or any missing documents needed to make deal good ● Work with sales team to make all deals good

**Hilton Grand Vacations**

**Quality Assurance Manager/ Client Relations Manager**

January 2016- November 2018

● Review contract documents making sure all required documents are present including state specific addendums. Sort in correct order and prepare for closing

● Go over all paperwork with owner making sure they understand each document and answering any questions with confidence. Collect any ACH/ACC information if needed.

● Input myself as QA in each deal I close along with any ACH/ACC information. Flip deal using “Chorus” to make deal good ●

Provide contact information if owner has any further contract related questions in the future

● Follow up with owners for any penders that need more money or any missing documents needed to make deals good ● Work with sales team to make all deals come good and work together to hit our monthly volume, vpg, and cancellation goals

**Worldmark By Wyndham**

**Quality Assurance Manager Telesales**

April 2014- January 2016

● Audit sales recorded conversations to make sure all information stated is accurate and true

● Process needed documents such as trust documents, relinquish agreements etc.

● Collect past due loan payments, maintenance, and late fees for owners so they can upgrade

● Review and guide owner over the phone using docu-sign to close deal and answer any questions they have

**BlueGreen Vacations**

**Tour Reception-Sales & Marketing**

February 2012- August 2012

**Quality Assurance Specialist**

August 2012- April 2014

● Create contracts and finish them with speed and efficiency

● Meet with owners and review all documents ensuring they understand all documents including deed information and financial information.

● Understanding the program and having product knowledge to answer all owners questions with confidence ● Record owner confirmation interview statements for completion

● Audit contracts for any errors and pack up to be shipped to our corporate office