

Dawn Zurick Beilfuss

Personal Information

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Citizenship Status: United States

Professional Summary

With over 40 years of experience in customer service and healthcare, and 20 years in real estate, I have developed a deep understanding of the needs of individuals in various environments. My expertise includes implementing procedures in medical settings, managing intake processes, ensuring HIPAA compliance, handling insurance matters, and maintaining patient records. Additionally, I have strong negotiation and problem-solving skills, recognized through awards in consumer and residential loans. I am committed to continuous improvement and strive for perfection in every role I undertake, making me a valuable asset to any organization.

Work Experience

(Listed in reverse chronological order as required by USAJOBS)

Trainer/Manager

Employer: Organization

Period of Employment: to Present

Hours per Week: 40 hrs/wk

Federal Pay Grade Equivalent: GS-13

Salary: Available upon request

Supervisor: Available upon request

Working Conditions: Professional office environment

Key Responsibilities and Achievements:

- Checked out waitstaff
- Reconciled cash, credit cards
- Managed tip disbursements
- End-of-night closing balance
- Kitchen preparation and cleaning
- Inventory assistance
- Flexible support across positions

Notable Achievements:

- Consistently met or exceeded performance targets

Admin for Central & Eastern Coast AVPs

Employer: Vylla

Location: Corporate Address Required

Period of Employment: 02/2024 to Present

Hours per Week: 40 hrs/wk

Federal Pay Grade Equivalent: GS-9

Salary: Available upon request

Supervisor: William Thompson, Regional Vice President

Working Conditions: Professional office environment

Key Responsibilities and Achievements:

- Provide administrative support for 3 AVPs covering 14 states
- Selected for pilot program supporting 30 new agents during initial 2-3 months via email, text, Teams
- Implement and manage agent support systems (Broker Kit, Monday.com) for onboarding, license transfers, system access, and training coordination
- Collaborated and implemented streamlined phone system (Phone.com) for 160 NY agents, reducing AVP call volume 70%
- Developed and managed agent retention initiative (birthday emails/social media)

Notable Achievements:

- Consistently met or exceeded performance targets

Front Desk / Veterinary Assistant

Employer: Fox Lake Animal Hospital

Location: 110 S US Hwy 12, Fox Lake, IL 60020

Period of Employment: 01/2023 to Present

Hours per Week: 40 hrs/wk

Federal Pay Grade Equivalent: GS-5

Salary: Available upon request

Supervisor: Joanne Malanowski

Working Conditions: Professional office environment

Key Responsibilities and Achievements:

- Managed patient flow (60-80/day)
- Triage patients
- Process new patient paperwork
- Charting
- Filing

- Answering phones
- Assisting in medical emergencies
- Handling payments and check-outs
- Supported sole pharmacist (orders, chart/med prep, approvals)

Notable Achievements:

- Consistently met or exceeded performance targets

Licensed Managing Broker (IL & WI) / Team Leader, The R.I.G.H.T. Team

Employer: Vylla

Location: Corporate Address Required

Period of Employment: 11/2022 to Present

Hours per Week: 40 hrs/wk

Federal Pay Grade Equivalent: GS-10

Salary: Available upon request

Supervisor: William Thompson, Regional Vice President

Working Conditions: Professional office environment

Key Responsibilities and Achievements:

- Lead and manage a team of 4 real estate agents serving IL & WI
- Oversee full lifecycle of REO/HUD properties
- Specializing in rural, estate, farmettes, and resort properties
- Marketing expertise
- Short sales
- Managing various property types

Notable Achievements:

- Achieved \$25M sales volume

Supervising Broker for Illinois & Wisconsin

Employer: GenStone Realty

Location: Corporate Address Required

Period of Employment: 10/2021 to Present

Hours per Week: 40 hrs/wk

Federal Pay Grade Equivalent: GS-13

Salary: Available upon request

Supervisor: William Thompson, Regional Vice President

Working Conditions: Professional office environment

Key Responsibilities and Achievements:

- Oversaw bi-state brokerage operations
- Managed residential sales, REO transactions (incl. evictions/CFK)

- Supported rental property acquisition (Milwaukee)
- Board of Directors for Lakes Area Realtors

Notable Achievements:

- Locally supervised hundreds of purchase offers and transactions

Designated Managing Broker (IL & WI)

Employer: Better Homes and Gardens Real Estate Star Homes

Location: 4817 W. Elm St., McHenry, IL 60050 & 783 N Barron Blvd, Grayslake, IL 60030

Period of Employment: 10/2017 to Present

Hours per Week: 40 hrs/wk

Federal Pay Grade Equivalent: GS-13

Salary: Available upon request

Supervisor: Jim Starwalt, Owner

Working Conditions: Professional office environment

Key Responsibilities and Achievements:

- Managed brokerage operations
- Supervised a team of 9 real estate agents in the McHenry office
- Ensured compliance with Illinois Department of Financial and Professional Regulation (IDFPR) requirements
- Directed operations according to Illinois real estate law and regulations
- Facilitated numerous property transactions
- Board of Directors for Heartland Realtor Organization
- Coached and mentored new real estate agents on business development strategies
- Developed and delivered training sessions on real estate best practices and compliance
- Created and maintained training materials for onboarding new agents
- Conducted regular performance evaluations and provided constructive feedback
- Led team meetings focused on professional development and market trends
- Assisted agents with CRM setup and marketing materials
- Worked on multiple committees including Contracts and Forms, Public Relations, and RPAC/Government Affairs
- Utilized transaction management systems including DotLoop and MRED

Notable Achievements:

- Consistently met or exceeded performance targets

Owner / Partner / Real Estate Agent (IL)

Employer: O.K. & Assoc., Realty Plus

Location: McHenry County, IL Area

Period of Employment: 10/2008 to Present

Hours per Week: 40 hrs/wk

Federal Pay Grade Equivalent: GS-9

Salary: Available upon request

Supervisor: Self-Employed/Partner

Working Conditions: Professional office environment

Key Responsibilities and Achievements:

- Co-owned and operated brokerage
- Managed properties
- Served clients
- Rehabbed properties

Notable Achievements:

- Provided high-volume BPO services (~5,000 completed)

Personal Financial Representative

Employer: Washington Mutual

Location: McHenry, IL

Period of Employment: 04/2003 to Present

Hours per Week: 40 hrs/wk

Federal Pay Grade Equivalent: GS-9

Salary: Available upon request

Supervisor: Available upon request

Working Conditions: Professional office environment

Key Responsibilities and Achievements:

- Processed consumer/residential loans (IL State License held)
- Set up new personal and business accounts
- Utilized banker/teller skills
- Top-tier customer service

Notable Achievements:

- Achieved President's Club (3 years)
- Achieved Million Dollar Club (1 year)
- Received Top 10 IL Sales recognition
- Trained new hires

Technician

Employer: The Center for Corrective Eye Surgery

Period of Employment: 12/2001 to Present

Hours per Week: 40 hrs/wk

Federal Pay Grade Equivalent: GS-7

Salary: Available upon request

Supervisor: Available upon request

Working Conditions: Professional office environment

Key Responsibilities and Achievements:

- Scribe for Dr. Epstein
- Prepping patients for in-office procedures and surgeries
- Travel between two locations: McHenry and Des Plaines

Notable Achievements:

- Consistently met or exceeded performance targets

Supervisor of Front Desk, Call Center, and MRI Scheduling

Employer: Midwest Sports Medicine

Period of Employment: 12/1998 to Present

Hours per Week: 40 hrs/wk

Federal Pay Grade Equivalent: GS-12

Salary: Available upon request

Supervisor: Steve Mayworm, Office Administrator

Working Conditions: Professional office environment

Key Responsibilities and Achievements:

- Managed high-volume office operations
- Verified insurance
- Scheduled appointments
- Upsold in-house MRI services
- Flexible support at Orthopedic office

Notable Achievements:

- Consistently met or exceeded performance targets

Secretary for Family Physicians

Employer: Family Medicine

Period of Employment: 12/1997 to Present

Hours per Week: 40 hrs/wk

Federal Pay Grade Equivalent: GS-5

Salary: Available upon request

Supervisor: Kim Case

Working Conditions: Professional office environment

Key Responsibilities and Achievements:

- Scheduling patient appointments

- Reconciling insurance issues
- Filing
- Confirming insurance plans
- Taking co-payments
- Processing referrals
- Calling in prescriptions
- Assisting with insurance correspondence
- Chart analysis and submissions

Notable Achievements:

- Consistently met or exceeded performance targets

Certified Pharmacy Technician

Employer: Osco Pharmacy

Period of Employment: 12/1995 to Present

Hours per Week: 40 hrs/wk

Federal Pay Grade Equivalent: GS-7

Salary: Available upon request

Supervisor: Available upon request

Working Conditions: Professional office environment

Key Responsibilities and Achievements:

- Intake and check-out
- Stock medications
- Inventory management
- Verify and call doctors' offices
- Answer phones
- Customer service
- Flexible support during high-volume periods

Notable Achievements:

- Consistently met or exceeded performance targets

File Clerk and Secretary

Employer: Northwest Oncology and Hematology

Period of Employment: 12/1994 to Present

Hours per Week: 40 hrs/wk

Federal Pay Grade Equivalent: GS-5

Salary: Available upon request

Supervisor: Jan Schneider

Working Conditions: Professional office environment

Key Responsibilities and Achievements:

- Scheduling patient appointments
- Verifying insurance
- Processing referrals
- Customer service for chemotherapy patients
- Medical Records management
- Secretary for Dr. Grad and Dr. Bank
- Multi-location support

Notable Achievements:

- Consistently met or exceeded performance targets

Education, Training, and Development

(Listed in reverse chronological order)

Formal Education**Certified Pharmacy Technician**

Institution: Osco Pharmacy

Year Completed: 1996

Real Estate License

Current Status: Current since 2006

Mortgage Loans License**Notary Certificate**

Additional Information: Held twice

Certifications**Professional Training****Agent Development Lead - Better Homes and Gardens Real Estate Star Homes**

Period: 10/2017 – Present

Hours Completed: 40

Program Focus:

- Developed and implemented comprehensive onboarding program for new agents
- Conducted training sessions on transaction management and compliance
- Provided one-on-one coaching to agents on business development strategies
- Created training materials on Illinois real estate regulations and best practices
- Mentored new agents through their first transactions to ensure proper documentation
- Led regular team meetings focused on professional development

- Assisted agents with CRM setup and marketing materials
- Coached agents on committee involvement and leadership opportunities
- Promoted agent participation in industry events and professional organizations

Completed Training:

- Virtual Grow
- Virtual Productive Systems
- Virtual Agent Series
- Listing Mastery
- Business Planning
- Learning Leaders
- Virtual Maestro
- Virtual Value Proposition
- Recruiting Essentials
- Coaching Classes
- Virtual Prosper
- Ninja Training
- Green Nation
- Office Productivity

New Hire Trainer - Washington Mutual

Period: 01/2003 – Present

Hours Completed: 40

Program Focus:

- Trained new Personal Financial Representatives on banking products and services
- Developed quick-reference guides for loan application processing
- Provided shadowing opportunities for new hires to observe customer interactions
- Conducted follow-up coaching sessions to ensure proper implementation of procedures

Job-Related Skills and Competencies

Healthcare Administration

- Patient Intake & Triage (Human/Animal)
- Scheduling
- Scribing
- Charting & Records Management
- HIPAA Compliance
- Insurance Verification/Reconciliation
- Medical Equipment Prep/Sterilization
- Pharmacy Support

Leadership and Management

- Team Leadership & Supervision (up to 9 agents)
- Project Management & Collaboration
- Process Improvement
- Training & Onboarding
- Realtor Board Service & Committee Leadership
- Agent Coaching & Development
- Training Program Development
- Performance Evaluation & Feedback
- Career Development Planning
- Mentorship & Guidance
- Supervision (Healthcare Front Desk/Call Center)

Technical Skills

- Microsoft Office Suite
- Google Documents
- Microsoft Teams
- Multi-line Phones
- Customer service
- Filing Systems
- REO Platforms (Equator, Pyramid, Res.Net)
- CRM/Marketing (Follow Up Boss, YLOPO)
- Industry Tools (Broker Kit, Monday.com, Phone.com)
- Transaction Management Systems (DotLoop, MRED)
- BHGRE Connect Platform
- MLS Systems
- Healthcare Scheduling Software

Professional Affiliations and Leadership Roles

Lakes Area Realtors

Leadership Positions:

- Board of Directors (2022-2023)
- Chairperson, Grievance Committee
- Member, Government Affairs Committee

Heartland Realtor Organization

Leadership Positions:

- Board of Directors (2015-2017)
- Member, Contracts & Forms Committee
- Member, Public Relations Committee
- Member, Government Affairs Committee

Women's Council of Realtors (WCR) - McHenry/Elgin Chapter

Leadership Positions:

- President (2015)
- Officer (2013)

RPAC (REALTORS® Political Action Committee)

Leadership Positions:

- Major Investor (2018-2023)
- Actively supported homeowner rights advocacy (State/Federal level)

National Association of Realtors (NAR)

Activities and Contributions:

- Attended 5 National Conventions

Additional Federal Information

- **Citizenship Status:** United States
 - **Security Clearance:** Not Required
 - **Veterans' Preference:** Not Applicable
 - **Federal Civilian Status:** Not Applicable
 - **Availability:** Immediate
 - **Travel Requirements:** Willing to Travel as Needed
 - **Desired Locations:** Illinois and surrounding states
 - **Work Schedule:** Full-time, including occasional evenings and weekends as required
 - **Work Environment:** Professional office environment with field work as needed
 - **Physical Requirements:** Able to perform essential functions with or without reasonable accommodation
 - **Total Years of Professional Experience:** 0
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CERTIFICATION OF ACCURACY: I certify that, to the best of my knowledge and belief, all of the information included in this resume is true, correct, and complete. I understand that any falsification or material omission of information may result in denial of employment, removal from federal service, and/or prosecution under 18 U.S.C. § 1001.

Supporting documentation available upon request

Note: This resume follows USAJOBS format requirements and Office of Personnel Management (OPM) guidelines