

Dawn Zurick Beiffuss

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Professional Experience

Front Desk / Veterinary Assistant at Fox Lake Animal Hospital

January 2022 - February 2024

- 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, chartmed prep, approvals)

Technician at The Center for Corrective Eye Surgery

2002 - Present

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

Supervisor of Front Desk, Call Center, and MRI Scheduling at Midwest Sports Medicine

1998-2002 - Present

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

Secretary for Family Physicians at Family Medicine

1998-1999 - Present

- 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

File Clerk and Secretary at Northwest Oncology and Hematology

1995-1998 - Present

- 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

Certified Pharmacy Technician at Osco Pharmacy

1998 - Present

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

Admin for Central & Eastern Coast AVPs at Vylla

February 2024 - Present

- 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 NV agents, reducing AUP call volume 70%
- Developed and managed agent retention initiative (birthday emails/social media)

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

November 2022 - Present

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

Supervising Broker for Illinois & Wisconsin at GenStone Realty

October 2021 - December 2022

- Oversee bi-state brokerage operations
- Manager residential sales, RCO transactions (incl. evictions/CFK)
- Supported rental property acquisition (Milwaukee)
- Board of Directors for Lakes Area Realtors

Designated Managing Broker (IL & WI) at Better Homes and Gardens Real Estate Star Homes

October 2017 - October 2021

- Managed brokerage operations
- Supervised a team of 9 real estate agents in the McKenney 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

Owner / Partner / Real Estate Agent (IL) at O.K. & Assoc., Realty Plus

October 2008 - October 2017

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

Personal Financial Representative at Washington Mutual

April 2003 - October 2005

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

Trainer/Manager at Company

Approximately 8 years - Present

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

Education

Certified Pharmacy Technician - Osco Pharmacy

1996

Real Estate License - Institution

N/A

Mortgage Loans License - Institution

N/A

Notary Certificate - Institution

N/A

Skills

- Team Leadership & Supervision (up to 9 agents)

- Project Management & Collaboration
- Process Improvement
- Training & Onboarding
- Realize Board Service & Committee Leadership
- Agent Coaching & Development
- Training Program Development
- Performance Evaluation & Feedback
- Career Development Planning
- Mentorship & Guidance
- Supervisor (Healthcare Front Desk/Call Center)
- Licensed Managing Broker (IL & WI)
- REO/HUD Specialist
- BPO (~5,000 previously)
- Property Management (incl. Eviction/CFK)
- Rental Acquisition
- Residential Sales
- Short Sales
- Negotiation
- Marketing
- Property Rehabbing & Investment
- Patient Intake & Triage (Human/Animal)
- Scheduling
- Scoring
- Charting & Records Management
- HIPAA compliance and patient confidentiality (human healthcare)
- Maintained confidentiality of patient and client records (veterinary)
- Verified pet insurance coverage and eligibility for animal patients
- Insurance Verification/Reconciliation
- Medical Equipment Prep/Sterilization
- Pharmacy Support
- Microsoft Office Suite
- Google Documents
- Microsoft Teams
- Multi-line Phones
- Customer service
- Filing Systems
- REO Platforms (Equalizer, Pyramid, Res Net)
- CRM/Marketing (Follow Up Boss, YLOPO)
- Industry Tools (Broker Kit, Monday.com, Phone.com)
- Transaction Management Systems (DotLoop, MREd)
- iHGRE Connect Platform
- MLS Systems
- Healthcare Scheduling Software
- Experienced with a variety of medical office and billing software (legacy and modern)
- Proficient in Microsoft 365 and cloud-based business platforms
- Quick to learn new EHR and practice management systems, including cloud-based platforms such as PointClickCare
- Supervisor
- Admin Assistant
- Team Leader in Medical sector
- Team Leader in Real Estate sector

Certifications

- Certified Pharmacy Technician (CPhT, Illinois State License, 1996)
- Licensed Managing Broker, Illinois (DPPR, issued: 10/2017 - Current)
- Licensed Managing Broker, Wisconsin (DPS, issued: 2018 - Current)
- Licensed Real Estate Agent, Illinois (DPPR, Held: 2008 - 2017)
- Certificate in Sexual Harassment Prevention Training (completed April 2025)
- Mortgage Residential and Consumer Loans License (Illinois State License)
- Notary Certificate (noted later)
- GRI (Graduate, REALTOR® Institute)
- SFR (Short Sales and Foreclosure Resource)
- ePRO (Digital Marketing Certification)
- CDPE (Certified Distressed Property Expert)
- SRS (Seller Representative Specialist)
- CSEA (Commitment to Excellence)
- BPO (Broker Price Opinion)