

Dawn Zurick Beilfuss

Contact Information

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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.

Professional Licenses & Certifications

Regulatory Compliance

- Certified Pharmacy Technician (CPhT, Illinois State License, 1996)
- Licensed Managing Broker, Illinois (IDFPR, Issued: 10/2017 - Current)
- Licensed Managing Broker, Wisconsin (DSPS, Issued: 2018 - Current)
- Licensed Real Estate Agent, Illinois (IDFPR, Held: 2006 - 2017)
- Certificate in Sexual Harassment Prevention Training (completed April 2025)
- Mortgage Residential and Consumer Loans License (Illinois State License)
- Notary Certificate (held twice)

Professional Certifications

Industry-Specific Certifications

- GRI (Graduate, REALTOR® Institute)
- SFR (Short Sales and Foreclosure Resource)
- e-PRO (Digital Marketing Certification)
- CDPE (Certified Distressed Property Expert)
- SRS (Seller Representative Specialist)
- C2EX (Commitment to Excellence)
- BPO (Broker Price Opinion)

Professional Experience

(Listed in reverse chronological order)

Trainer/Manager

Organization -

Industry: Leadership

Primary Responsibilities:

- 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

Demonstrated Achievements:

- Consistently met or exceeded performance targets

Admin for Central & Eastern Coast AVPs

Vylla - Corporate Address Required

02/2024 – Present

Location: Corporate Address Required

Industry: Leadership

Primary Responsibilities:

- 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)

Demonstrated Achievements:

- Consistently met or exceeded performance targets

Front Desk / Veterinary Assistant

Fox Lake Animal Hospital - 110 S US Hwy 12, Fox Lake, IL 60020

01/2023 – Present

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

Industry: Leadership

Primary Responsibilities:

- 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)

Demonstrated Achievements:

- Consistently met or exceeded performance targets

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

Vylla - Corporate Address Required

11/2022 – Present

Location: Corporate Address Required

Industry: Leadership

Primary Responsibilities:

- 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

Demonstrated Achievements:

- Achieved \$25M sales volume

Supervising Broker for Illinois & Wisconsin

GenStone Realty - Corporate Address Required

10/2021 – Present

Location: Corporate Address Required

Industry: Leadership

Primary Responsibilities:

- 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

Demonstrated Achievements:

- Locally supervised hundreds of purchase offers and transactions

Designated Managing Broker (IL & WI)

Better Homes and Gardens Real Estate Star Homes - 4817 W. Elm St., McHenry, IL 60050 & 783 N Barron Blvd, Grayslake, IL 60030

10/2017 – Present

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

Industry: Leadership

Primary Responsibilities:

- 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

Demonstrated Achievements:

- Consistently met or exceeded performance targets

Professional Development:

- 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

Owner / Partner / Real Estate Agent (IL)

O.K. & Assoc., Realty Plus - McHenry County, IL Area
10/2008 – Present

Location: McHenry County, IL Area

Industry: Leadership

Primary Responsibilities:

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

Demonstrated Achievements:

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

Personal Financial Representative

Washington Mutual - McHenry, IL
04/2003 – Present

Location: McHenry, IL

Industry: Leadership

Primary Responsibilities:

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

Demonstrated Achievements:

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

Technician

The Center for Corrective Eye Surgery -
12/2001 – Present

Industry: Leadership

Primary Responsibilities:

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

Demonstrated Achievements:

- Consistently met or exceeded performance targets

Supervisor of Front Desk, Call Center, and MRI Scheduling

Midwest Sports Medicine -
12/1998 – Present

Industry: Leadership

Primary Responsibilities:

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

Demonstrated Achievements:

- Consistently met or exceeded performance targets

Secretary for Family Physicians

Family Medicine -
12/1997 – Present

Industry: Leadership

Primary Responsibilities:

- 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

Demonstrated Achievements:

- Consistently met or exceeded performance targets

Certified Pharmacy Technician

Osco Pharmacy -

12/1995 – Present

Industry: Leadership

Primary Responsibilities:

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

Demonstrated Achievements:

- Consistently met or exceeded performance targets

File Clerk and Secretary

Northwest Oncology and Hematology -

12/1994 – Present

Industry: Leadership

Primary Responsibilities:

- 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

Demonstrated Achievements:

- Consistently met or exceeded performance targets

Professional Competencies

Administrative Leadership

- 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)

Regulatory & Compliance

- 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

Technical & Systems Proficiency

- 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

Public Service & Board Appointments

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)

Service Activities:

- Attended 5 National Conventions

Professional Development & Training

Agent Development Lead | Better Homes and Gardens Real Estate Star Homes

Service Period:

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

Service Period:

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

Community Service & Civic Engagement

Home of the Sparrow

Service Activities:

- Provided childcare support (nights/days) for residents

Habitat for Humanity

Service Activities:

- Assisted with building homes

Willow Creek

Service Role: Free Eye and Dental care clinic

Year of Service: 2018

Service Activities:

Service Activities:

- Coat Drives
- Bell Ringing
- Toys for Tots
- Driving people to stores for prescriptions and food
- Helping with real estate tax reassessments

All information provided is accurate and complete to the best of my knowledge. Supporting documentation available upon request.

Professional references available upon request

Note: This template aligns with Illinois State Government application requirements