

# Dawn Zurick Beilfuss

## Contact Information

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DZ4100@gmail.com | 847.287.1148  
15810 IL Rt. 173 #2F, Harvard, IL 60033  
[LinkedIn Profile](#)

## Professional Summary

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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.

## Core Qualifications

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- Over 40 years in customer service
- 20 years in real estate
- Multiple leadership positions
- Experience managing teams across states
- Strong administrative and organizational skills

## Professional Certifications & Licenses

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### Industry Certifications

### Specialized Credentials

- 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

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*(Listed in reverse chronological order)*

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**Core Responsibilities:**

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## Areas of Expertise

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### Real Estate Operations & Management

- 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

### Leadership & Strategy

- 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 Proficiencies**

- 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

## **Industry Leadership & Board Service**

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### **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

## Recognition & Awards

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- **President's Club - Washington Mutual:**
- **Million Dollar Club - Washington Mutual:**
- **Top 10 Illinois Sales - Washington Mutual:**
- **Sales Volume Achievement - Vylla - The R.I.G.H.T. Team:** \$25M sales volume
- **Call Volume Reduction - Vylla:** 70% reduction in AVP call volume
- **BPO Service Achievement - O.K. & Assoc., Realty Plus:** Completed approximately 5,000 Broker Price Opinions
- **Transaction Supervision - GenStone Realty:** Supervised hundreds of purchase offers and transactions

## Professional Development

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*(Listed in reverse chronological order)*

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

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### 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

#### **Advanced 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**

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#### **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

*References and additional information available upon request*