

Professional Experience

Front Desk / Veterinary Assistant at Fox Lake Animal Hospital

- January 2023 - February 2024
- Greeted patient flow (30-60/day)
 - Triage patients
 - Process new patient paperwork
 - Charting
 - Filing
 - Answering phones
 - Assisting in medical emergencies
 - Handling payments and check-outs
 - Supported new pharmaceutical orders, chartmed prep, approvals

Technician at The Center for Corrective Eye Surgery

- 2022 - Present
- Scribe for Dr. Eyskens
 - Prepping patients for in-office procedures and surgeries
 - Travel between two locations: McNairy and One Phoenix

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

- 1999-2022 - Present
- Managed high-volume office operations
 - Verified insurance
 - Scheduled appointments
 - Upgraded in-house MRI services
 - Provided support at Orthopedic office

Secretary for Family Physicians at Family Medicine

- 1998-1999 - Present
- Scheduling patient appointments
 - Rescheduling 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. Good and Dr. Bank
 - Multi-location support

Certified Pharmacy Technician at Osco Pharmacy

- 1994 - Present
- Intake and check-out
 - Stock medications
 - Inventory management
 - Verify and call doctor refills
 - Answer phone
 - Customer service
 - Health 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 35 new agents during initial 2-3 months via email, text, Teams
 - Implemented and managed agent support system (Desklet K9, Monday.com) for onboarding, turn-in 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 onboarding relative journey email/textual media

Licensed Managing Broker (IL & WI) / Team Leader, The R.I.O.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 RECD/REO properties
- Specializing in rural, estate, farmhouses, and resort properties
- Managing vacancies
- Short sales
- Managing various property types

Supervising Broker for Illinois & Wisconsin at GenStone Realty

October 2021 - December 2022

- Oversee IL-state brokerage operations
- Manage residential sales, REO transactions (incl. evictions/CPAs)
- Supported rural property acquisition (Missaukee)
- Board of Directors for Lake 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 3 real estate agents in the McHenry office
- Ensured compliance with Bonds Department of Financial and Professional Regulation (DFPR) requirements
- Directed operations according to Illinois real estate law and regulations
- Facilitated numerous property transactions
- Board of Directors for McHenry 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
- Coached and mentored listing specialists for encouraging 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 RPNC/Government Affairs
- Utilized transaction management systems including DotLoop and MREO

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

October 2008 - October 2017

- Co-owned and operated brokerage
- Managed properties
- Serviced clients
- Relocated properties

Personal Financial Representative at Washington Mutual

April 2003 - October 2005

- Provided personal financial loans (IL State License held)
- Set up new personal and business accounts
- Utilized turntable/MSRs
- Top tier customer service

Trainer/Manager at Company

Approximately 8 years - Present

- Checked out material
- Reconciled cash, credit cards
- Managed by department
- End of night closing balance
- Monitor preparation and clearing
- Inventory assistance
- Flexible support across positions

Education
Certified Pharmacy Technician - Osco Pharmacy
1998
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
- Health Plan Service & Committee Leadership
- Agent Coaching & Development
- Training Program Development
- Performance Evaluation & Feedback
- Career Development Planning
- Mentorship & Guidance
- Customer & Healthcare Front Desk/Call Center
- Licensed Managing Underwriter (L & W)
- RECYLED Specialist
- RPT (& 200 previously)
- Property Management (incl. Eviction/CPK)
- Rental Acquisition
- Residential Sales
- Short Sales
- Negotiation
- Marketing
- Property Rehabbing & Investment
- Patient Intake & Triage (Human/Animal)
- Scheduling
- Coding
- Ordering & Inventory Management
- HIPAA compliance and patient confidentiality (human healthcare)
- Maintained confidentiality of patient and client records (voluntary)
- Verified pet insurance coverage and eligibility for animal patients
- Insurance Verification/Reconciliation
- Medical Equipment Prep/Denialation
- Pharmacy Support
- Microsoft Office Suite
- Google Documents
- Microsoft Teams
- Multi-line Phones
- Customer service
- Filing Systems
- REC Platforms (Equator, Paymet, Res Net)
- CRM/Marketing (Pillar US, Blue, TLCC)
- Healthly Tools (Biller AS, Medway.com, Phyme.com)
- Transaction Management Systems (Dotloop, MREDS)
- Verifax, Current Partners
- 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 Pocus/ChxCare
- Supervisor
- Admin Assistant
- Team Leader in Medical sector
- Team Leader in Real Estate sector

Certifications

- Certified Pharmacy Technician (CPT) Illinois State License, 1996
- Licensed Managing Broker, Illinois (DPPM, issued 10/2017 - Current)
- Licensed Managing Broker, Wisconsin (DPM, issued 2/18 - Current)
- Licensed Real Estate Agent, Illinois (DPPM, held 2006 - 2017)
- Certificate in Sexual Harassment Prevention Training (completed April 2020)
- Mortgage Residential and Consumer Loans License (Illinois State License)
- Money Certificate (held now)
- GRP (Graduate, REALTOR® Institute)
- GRP (Short Sales and Foreclosure Resource)
- ePRO (Digital Marketing Certification)
- CCPE (Certified Commercial Property Expert)
- GRP (Global Representation - Global)
- CDEA (Commitment to Excellence)
- MFC (Broker Price Opinion)