

Dawn Zurick Beilfuss

15810 IL Rt. 173 #2F , Harvard, IL 60033

Home: 847.287.1148

Email: DZ4100@gmail.com

SUMMARY OF SKILLS

- **Management & Leadership:** Team Leadership & Supervision (up to 9 agents), Project Management & Collaboration, Process Improvement, Training & Onboarding, Realtor Board Service & Committee Leadership, Supervision (Healthcare Front Desk/Call Center).
- **Real Estate Operations:** Licensed Managing Broker (IL), Licensed Broker (WI), REO/HUD Specialist, BPO (~5,000 previously), Property Management (Incl. Eviction/CFK), Rental Acquisition, Residential Sales, Short Sales, Negotiation, Marketing, Property Rehabbing & Investment.
- **Healthcare Administration:** Patient Intake & Triage (Human/Animal), Scheduling, Scribing, Charting & Records Management, HIPAA Compliance, Insurance Verification/Reconciliation, Medical Equipment Prep/Sterilization, Pharmacy Support.
- **Administration & Technical:** Microsoft Office Suite, Google Docs, 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](#)), Healthcare Scheduling Software.

WORK EXPERIENCE

Vylla Home

1827 Walden Office Square, Suite 325, Schaumburg, IL 60173

Supervisor: William Thompson, Regional Vice President | 941-404-8041

(May Contact)

Admin for Central & Eastern Coast AVPs

February 2024 - Present

40 hours per week

Grade (if Federal): N/A

- Provide administrative support for 3 Assistant Vice Presidents (AVPs) covering 14 states.

- Selected for pilot program supporting 30 new agents during their initial 2-3 months via email, text, and Microsoft Teams, contributing to agent retention goals.
- Implemented and managed agent support systems (Broker Kit, [Monday.com](#)) for onboarding, license transfers, system access requests, and training coordination.
- Increased personalized agent outreach (direct calls) by 250% for targeted agents as part of retention efforts.
- Collaborated on the implementation of a streamlined phone system ([Phone.com](#)) for approximately 1000 agents company-wide, resulting in a 90% reduction in direct calls to AVPs and a 95% decrease in system costs through a novel setup.
- Developed and manage an agent retention initiative involving personalized birthday emails and social media recognition.

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

November 2022 - Present

40 hours per week (Wage/1099 & Commission potential)

Grade (if Federal): N/A

- Lead and manage a team of 4 real estate agents serving Illinois & Wisconsin.
- Achieved over \$10 million in team sales volume [*Specify time period, e.g., in 2023*].
- Oversee the full lifecycle of Real Estate Owned (REO)/Housing and Urban Development (HUD) properties.
- Manage diverse real estate transactions including rural properties, estate sales, farmettes, resort properties, and investor acquisitions.

GenStone Realty

IL/WI Branch Offices

Supervisor: William Thompson, Regional Vice President | 941-404-8041

(May Contact)

Supervising Broker (IL & WI)

October 2021 - December 2022

40 hours per week (Wage/1099 & Commission potential)

Grade (if Federal): N/A

- Oversaw bi-state brokerage operations as Illinois Managing Broker and Wisconsin Broker.
- Managed residential sales processes and REO transactions, including handling evictions and Cash for Keys (CFK) procedures.

- Supported rental property acquisition efforts in Milwaukee, WI.
- Served as the primary field contact ("boots on the ground") for company-involved properties, resulting in the submission of over 150 written offers and dozens of accepted offers.

Better Homes and Gardens Real Estate Star Homes

McHenry Office: 4817 W. Elm St., McHenry, IL 60050

Grayslake Office: 783 N Barron Blvd, Grayslake, IL 60030

Supervisor: Jim Starwalt, Owner

(May Contact)

Designated Managing Broker (IL) / Licensed Broker (WI)

October 2017 - October 2021

40 hours per week (Wage/1099 & Commission potential)

Grade (if Federal): N/A

- Managed brokerage operations for the McHenry office.
- Supervised a team of 9 real estate agents.

O.K. & Assoc., Realty Plus

10325 N Main St, Richmond, IL 60071

Supervisor: Self-Employed/Partner | Partner Phone: 224-339-4908

(May Contact)

Owner / Partner / Real Estate Agent (IL)

October 2008 - October 2017

40 hours per week (Commission-based)

Grade (if Federal): N/A

- Co-owned and operated an independent real estate brokerage.
- Managed brokerage-owned properties and served real estate clients (buyers and sellers).
- Managed and executed property rehabilitation projects.
- Provided high-volume Broker Price Opinion (BPO) services, completing approximately 5,000 BPOs.

Washington Mutual

Multiple Chicagoland Locations

Supervisor: N/A (Company no longer exists in original form)

Personal Financial Representative

April 2003 - October 2005

40 hours per week

Salary: [Specify Salary if known]

Grade (if Federal): N/A

- Processed consumer and residential loan applications (held Illinois State Loan Originator License).
- Opened and managed personal and business bank accounts.
- Utilized universal banker and teller skills to service customer needs.
- Achieved President's Club recognition for sales performance for 3 consecutive years.
- Achieved Million Dollar Club recognition for loan volume (1 year).
- Recognized in Top 10 Illinois Sales rankings.
- Trained newly hired Personal Financial Representatives.

Fox Lake Animal Hospital

110 S US Hwy 12, Fox Lake, IL 60020

Supervisor: Joanne Malanowski, Office Manager | 847-587-0505

(May Contact)

Front Desk / Veterinary Assistant

January 2023 - February 2024

40 hours per week

Salary: [Specify Salary if known]

Grade (if Federal): N/A

- Managed patient flow for 60-80 patients daily in a fast-paced walk-in veterinary clinic environment.
- Conducted patient intake and triage according to established protocols.
- Managed appointment scheduling, patient charting (records management), and multi-line phone systems.
- Handled emergency situations calmly and efficiently.
- Processed patient check-outs and payments.
- Provided support to the sole staff pharmacist, including processing orders, preparing charts/medications, and obtaining necessary approvals.

EDUCATION

- **Coursework:** Fundamentals of Real Estate, Real Estate Appraisal, Uniform Standards of Professional Appraisal Practice (USPAP)
 - * McHenry Community College, Crystal Lake, IL
 - * Completed: 2006
- **Leadership Training:**
 - * Illinois Realtors / Wisconsin Realtors Association, Springfield, IL & Wisconsin Locations
 - * Ongoing

CERTIFICATIONS & LICENSES

- **Licensed Managing Broker, Illinois** (Illinois Department of Financial and Professional Regulation - IDFPR)
 - * Issued: October 2017 - Current
- **Licensed Broker, Wisconsin** (Wisconsin Department of Safety and Professional Services - DSPS)
 - * Issued: 2018 - Current
- **Licensed Real Estate Agent, Illinois** (IDFPR)
 - * Held: 2006 - 2017
- **Real Estate Designations/Certifications:** Graduate, REALTOR® Institute (GRI); Short Sales and Foreclosure Resource (SFR); e-PRO®; Certified Distressed Property Expert (CDPE); Seller Representative Specialist (SRS); Commitment to Excellence (C2EX); Broker Price Opinion Resource (BPOR)
- **Certified Pharmacy Technician (CPhT)** (Pharmacy Technician Certification Board - PTCB IL State specific)
 - * Held: 1996
- **Certificate in Sexual Harassment Prevention Training** (Illinois Realtors)
 - * Completion date: April 2025
- **Mortgage Residential and Consumer Loans License** (Illinois State License)
 - * Held during WaMu employment (approx. 2003-2005)
- **Notary Public** (Illinois)
 - * Held twice

PROFESSIONAL AFFILIATIONS & LEADERSHIP

- **Lakes Area Realtors Association:**

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

- **Heartland Realtor Organization:**

- * 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 County Chapter :**

- * President (2015)
- * Officer (2013)

- **RPAC Major Investor** (Realtors Political Action Committee)

- * Years: 2018-2023
- * Supported homeowner rights advocacy at state and federal levels.

- **National Association of Realtors (NAR) Conventions:** Attended 5 national conventions.

VOLUNTEER / COMMUNITY SERVICE EXPERIENCE

- **Home of the Sparrow**

- * Volunteer Childcare Provider
- * Provided childcare support (evenings and daytime) for residents of a transitional shelter program for women and children.

- **Habitat for Humanity**

- * Chapter Location - McHenry County, IL]
- * Construction Volunteer
- * Assisted with various phases of home construction for families in need.

- **Willow Creek Community Care Center - Eye & Dental Clinic**

- * South Barrington, IL
- * Clinic Support Volunteer
- \ * Managed patient scheduling, collected co-pays, and organized eyeglass inventory during a free clinic event.

- **Ongoing Community Support Activities:**

- * Participated in annual Coat Drives, Salvation Army Bell Ringing, and Toys for Tots campaigns.
- * Provided transportation assistance for community members.
- * Assisted local residents with understanding property tax reassessment processes.

AWARDS AND ACHIEVEMENTS

- President's Club, Washington Mutual (2003, 2004, 2005])
- Million Dollar Club, Washington Mutual ([Specify Year if known])
- Top 10 Illinois Sales Recognition, Washington Mutual ([Specify Year(s) if known])