

DAWN ZURICK BEILFUSS

RECRUITMENT CENTRAL PROGRAM EXPERT - Department of Central Management Services

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PROFESSIONAL SUMMARY

Experienced professional with over 20 years in leadership, administration, and human resources. Proven track record in implementing process improvements, managing administrative systems, and providing exceptional service. Strong background in recruitment, training, and career development across multiple industries. Skilled in coordinating complex workflows, facilitating team communication, and supporting organizational goals through effective people management and systems optimization.

RELEVANT EXPERIENCE

Admin for Central & Eastern Coast AVPs at Vylla

Period: February 2024 - Present

Key Responsibilities and Achievements:

- 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](https://monday.com)) for onboarding, license transfers, system access, and training coordination
- Collaborated and implemented streamlined phone system ([Phone.com](https://phone.com)) for 160 NY agents, reducing AVP 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

Period: November 2022 - Present

Key Responsibilities and Achievements:

- 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

Achievements:

- Achieved \$25M sales volume

Supervising Broker for Illinois & Wisconsin at GenStone Realty

Period: October 2021 - December 2022

Key Responsibilities and Achievements:

- 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

Achievements:

- Locally supervised hundreds of purchase offers and transactions

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

Period: 1999-2002

Key Responsibilities and Achievements:

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

KEY SKILLS RELEVANT TO POSITION

Human Resources & Administration

- 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)

Technical & Systems

- 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](#))
- Healthcare Scheduling Software

PROFESSIONAL AFFILIATIONS

Lakes Area Realtors

Roles:

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

Heartland Realtor Organization

Roles:

- 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

Roles:

- President (2015)
- Officer (2013)

EDUCATION AND CERTIFICATIONS

- Certified Pharmacy Technician - Osco Pharmacy (1996)
- Real Estate License - Current since 2006
- Mortgage Loans License
- Notary Certificate - Held twice
- Licensed Managing Broker, Illinois (IDFPR, Issued: 10/2017 - Current)
- Licensed Managing Broker, Wisconsin (DPS, Issued: 2018 - Current)
- Certificate in Sexual Harassment Prevention Training (completed April 2025)

RELEVANT ACHIEVEMENTS

- Implemented streamlined phone system reducing call volume by 70%
- Supervised team of 9 real estate agents
- Developed and executed agent onboarding and retention programs
- Trained new hires at Washington Mutual
- Received Top 10 IL Sales recognition at Washington Mutual
- Chaired multiple professional committees

This resume has been specifically tailored for the Recruitment Central Program Expert position with the Illinois Department of Central Management Services.