

# DEBRA SMOOT

## RELEVANT EXPERIENCE

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- 4/2017 – 4/2020 **Hilton Grand Vacations** Orlando, FL  
**Vacation Sales Rep – Call Transfer**
- Field incoming calls and offer qualified guests vacation packages
  - Answer all guests questions in regards to room size, resort amenities and local area attractions
  - Educate guests on timeshare tour
- 1/2016 – 9/2016 **Marriott Vacation Club** Orlando, FL  
**Vacation Sales Rep – Call Transfer**
- Field incoming calls and offer qualified guests vacation packages
  - Answer all guests questions in regards to room size, resort amenities and local area attractions
  - Educate guests on timeshare tour
- 11/2014 – 4/2015 **Kaplan University** Fort Lauderdale, FL  
**Admission Advisor**
- Dial prospective students and walk them through the enrollment process.
  - Assist prospective students with possible scholarships and Financial Aid process.
  - Maintain pipeline of prospective students and reach out to them through phone calls/emails to keep them engaged.
- 06/2014 – 09/2014 **Verizon Wireless** Pompano Beach, FL  
**Wireless Sales Rep**
- Provide Wireless/VOIP & Partnered Cable/Telephone Providers Solutions to Consumer and Business Clientele.
  - Troubleshoot Malfunctioning devices.
  - Assist with 3<sup>rd</sup> party insurance claims and refer to technical support, if need be.
  - Build and maintain a loyal clientele.
- 08/2011 – 12/2012 **Hecht Group** New York, NY  
**Real Estate Salesperson**
- Advertise residential and commercial rentals/sales in New York City
  - Develop and retain client relationships through locating real estate based on their needs.
  - Connect with landlords, Superintendents and Peers to create a network.
- 11/2008 – 12/2010 **Comcast** Orlando, FL  
**Tech Support Representative/Sales**
- Responsible for assisting and retaining Comcast nationwide consumer base.
  - Successfully troubleshoot over 1,260 inbound customer issues per month.
  - Assisted customers with internet, network and website related issues in a professional and courteous manner.

## EDUCATION

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**Climer School of Real Estate**  
Graduation Date: June 2019  
Licensed Real Estate Agent

**University of South Florida Tampa, Florida**  
Graduation Date: May 2006 Bachelor of Arts  
Major: Psychology

## SKILLS/QUALIFICATIONS

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- 10+ years in the Sales support field. 6+ years experience in a fast-paced, deadline-driven environment. Highly organized with superior attention to detail. Critical Thinker. Energetic and organized.
- Excellent communication skills. Self-starter with professional manner. Microsoft Office, Excel, PowerPoint
- Expertise in handling heavy call volume, Type 75 WPM, 10 key proficient.