

# **Javier Galicia**

## **Sales and Customer Service Oriented**

Chino Hills, CA  
galicia429@gmail.com - (323) 314-5701

My goal is to obtain a customer service/sales position where I can build upon my past experiences and continue to build a solid foundation in customer service/sales. I am a motivated, customer friendly individual and am continually improving my skills through field work, education, and networking. I am friendly and enthusiastic and I enjoy working with people and have a very strong computer background. I speak fluent English and Spanish and I have been recognized for reliability through persistence and a strong work ethic.

### **WORK EXPERIENCE**

#### **Real Estate Appraiser**

Elite Appraisal Service - February 2007 to Present

3233 Grand Ave., Suite N78  
Chino Hills, CA. 91709  
(323) 314-5701

- Meet with home owners and real estate agents
- Build rapport with clients and develop new clients
- Nurture and maintain new and existing clients
- Performed residential appraisal services in Los Angeles, Orange, Riverside, and San Bernardino Counties
- Worked with major lending institutions: Landsafe, Bank of America, Wells Fargo, and CitiFinancial
- Performed field reviews & BPO's
- Trained in all types of residential property appraisal including, single family, multi family, cooperative, leased land and condominium units
- Customer service oriented
- Familiar with RealQuest, WinTotal, MLS, Realist

#### **Real Estate Appraiser**

Landmark Appraisal - January 2006 to February 2007

1745 W. Katella Avenue, Suite #E  
Orange, CA. 92867  
(714) 633-2004

- Performed residential appraisal services in Los Angeles, Orange, and San Bernardino Counties
- Work with major lending institutions: Washington Mutual, Wells Fargo, and Citifinancial
- Performed field reviews
- Trained in all types of residential property appraisal including, single family, multi family, cooperative and condominium units
- Developed excellent skills in research and analysis and report writing and communication
- Familiar with WinTotal, Realist, and the MLS
- Customer service oriented

#### **I.T. Support Specialist**

BRE Properties Inc - September 2004 to January 2006

5141 California Ave., Suite #250

Irvine, CA. 92617

(949) 863-4269

- Assist Network Manager with day to day operations
- Manage Windows 2000 Servers and Windows XP in a domain environment
- Assist users with operating system errors
- Maintained an office of 60 users
- Customer Service oriented approach to handle end users
- Maintained a budget for onsite communities in regards to computer equipment

### **Jr. Network Administrator**

Papermart - Commerce, CA - May 2003 to September 2004

90040

(323) 726-8200

- Assist Network Administrator with day to day operations
- Manage Windows 2000 Servers in a domain environment
- Assist users with operating system errors
- Supported SQL Server 7.0 and Exchange Server 5.5
- Work with Great Plains Dynamics 5.5 & 7.5
- Customer Service oriented approach to handle user errors

### **Mortgage Specialist**

First Security Funding - February 2002 to April 2003

17890 Castleton Street

Industry, CA. 91748

(626) 581-8226

- Constant prospecting for new clients
- Follow up on current and past clients
- In charge of ordering appraisals and sending out verifications for clients
- Coached new mortgage advisors

## **EDUCATION**

### **Business**

California State University of Long Beach - Long Beach, CA

1996 to 1998

## **ADDITIONAL INFORMATION**

### **RELEVANT SKILLS AND EXPERINCE**

- Computer background
- Customer service & sales background
- Obtained Real Estate License #01324556
- Obtained Real Estate Appraisal License #AL041780

- Constant Prospecting
- Friendly\ Customer Service Oriented
- Strong Work Ethic