

ASSISTANT TO BUSINESS DEVELOPMENT ADMINISTRATOR

Professional Profile

Organized administrative professional with hands-on experience supporting business areas such as real-estate, finance, database management, customer service and human resources.

Collaborative team player with strong communication, decision-making and time management abilities.

Qualifications

- Able to meet performance and outcome goals
- Create and maintain employer and client databases and files
- Effectively identify client needs through good judgment and interview techniques
- Maintain updated case notes on each client
- Provide assistance and guidance relating to the interview process
- Conduct employer outreach as needed
- Conduct follow-up evaluations with client and employer
- Develop job opportunities and act as a liaison between client and the employer
- Maintain timely documentation and reports according to stated guidelines
- Provide referrals to community partners
- Conduct program presentations
- Detail oriented, flexible and reliable

Relevant Experience

Managed major office relocation with only one day of downtime.

Experience

Assistant to Business Development Administrator

January 2016 to Current Company Name - City , State

- Updated employee paperwork and records.
- Greeted visitors promptly and directed to correct locations.
- Scheduled appointments and maintained master calendar.
- Wrote professional business correspondence.
- Drafted internal documents and memoranda.
- Prioritized project components and organized scopes.
- Liaised directly with customers to meet needs and maintain satisfaction.

Office and Sales Manager

November 2013 to January 2015 Company Name - City , State

- Successfully managed the activities of five team members in multiple locations.
- Created training manuals targeted at resolving even the most difficult customer issues.
- Developed, implemented and monitored programs to maximize customer satisfaction.
- Verified that information in the computer system was up-to-date and accurate.
- Verified and logged in deadlines for responding to daily inquiries.
- Identified operational processes inefficiencies and recommended necessary improvements.
- Provided base level IT support to company personnel.
- Resolved customer complaints and concerns with strong verbal and negotiation skills.
- Maintained composure and patience in face of difficult customer situations.
- Trained new employees and explained protocols clearly and efficiently.
- Solicited referrals from satisfied clients.
- Developed and executed sales promotions.
- Cold-called prospective customers to build relationship.
- Generated high volume of referrals.
- Evaluated and managed new strategic business opportunities.
- Designed web and other content, including monthly newsletters and promotional calendars.
- Educated clients on the current real estate market and answered any questions they had.
- Acted as a listing agent for brokers.
- Coordinated appointments with prospective buyers to showcase houses and plots.
- Verified that the legal formalities were completed prior to closing dates.
- Negotiated contracts and coordinate with lenders, attorneys and inspectors.

Administrative and Legal Assistant

June 2005 to January 2013 Company Name - City , State

- Accurately entered client data into a company-based software program.
- Organized client calendars, prepared mailings and handled high call volumes.
- Examined Deeds of Trust to determine the grantor, grantee, trustee and loan amount.
- Drafted judicial correspondence and handled all court mailings.
- Researched documents and publications for details that would establish evidence.
- Arranged all correspondence on behalf of the attorney.
- Worked with attorneys and case reviewers to resolve legal complaints.
- Prepared clients for appointments and interviews.
- Traveled with the manager to take notes and dictation at meetings.
- Handled incoming and outgoing correspondence, including mail, email and faxes.
- Screened telephone calls and inquiries and directed them as appropriate.
- Devised and maintained office systems to efficiently deal with paper flow.
- Typed documents, updated websites and compiled information for meetings.
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Education

Bachelor of Science : Applied Studies/Online C. S. U. Dominguez Hills (CSUDH) - City , State , USA

- Candidate for graduation December 2016
- Coursework in Marketing and Public Relations
- Coursework in Organization Leadership
- Coursework in Organizational Behavior
- Coursework in Public Policy
- Coursework in Public Relations
- Coursework in Communications, English
- and Journalism coursework
- Dean List 3.9 GPA

Legal Studies , 2014 Pasadena City College - City , State , USA

- American Bar Association Approved Certification
- Coursework in Legal Terminology
- Coursework in Courts and Political Science
- Legal system software training
- Coursework in Probate and Criminology
- Coursework in Immigration and Business law
- Coursework in Family law and civil code of procedures

California Real Estate Salesperson License : Real Estate , 2005 Real Estate Trainers - City , State , USA

Skills

Adobe Acrobat, Microsoft Office, Outlook, Client and Employee Management, Excellent Customer Service Skills, Client Relations, Privileges & Fiduciary Understanding, Budgeting and Financial Planning