

Dawn Zurick Beilfuss

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Professional Summary

With over 40 years of experience in customer service and healthcare, and 20 years in real estate, I have developed a deep understanding of the needs of individuals in various environments. My expertise includes implementing procedures in medical settings, managing intake processes, ensuring HIPAA compliance, handling insurance matters, and maintaining patient records. Additionally, I have strong negotiation and problem-solving skills, recognized through awards in consumer and residential loans. I am committed to continuous improvement and strive for perfection in every role I undertake, making me a valuable asset to any organization.

Volunteer Work includes receptionist/aid for Eye and Dental Clinic in S. Barrington for 3 months, Driving patients for food and prescriptions. Coat Drives, Bell Ringing. Homeowner appeals with real estate taxes.

Work Experience

Real Estate Broker

Vylla Home-Schaumburg, IL

September 2022 to Present

- Licensed Managing Broker and Team Leader: Managing a team across multiple states, specializing in rural, estate, farmettes, and resort properties. Expertise in marketing, short sales, and managing various property type, A/R
- Managed a portfolio of XX residential and commercial properties, overseeing all aspects of leasing, sales, and property management
- Conducted market research and analysis to determine optimal pricing for properties, ensuring competitive positioning within the market
- Built strong relationships with clients through regular communication and providing exceptional customer service
- Collaborated with attorneys, lenders, inspectors, and other professionals to facilitate smooth transactions from listing to closing
- Stayed up-to-date on local real estate trends and regulations to provide clients with accurate information regarding market conditions
- Led a team of 4 agents/trainees by providing mentorship, guidance, and training sessions
- Conducted property inspections to ensure compliance with safety regulations and identify maintenance or repair needs
- Created and maintained electronic filing systems to ensure efficient retrieval of documents
- Handled incoming calls, emails, and mail; directed inquiries to appropriate personnel or provided information as needed

Veterinary Assistant/Receptionist

Fox Lake Animal Hospital-Fox Lake, IL

November 2023 to December 2024

Front Desk at a walk-in, high paced clinic: Daily surgeries were performed. Between 40-80 patients seen in a day. Triage patients, new patient paperwork, answering phones, helping in medical emergencies, checking out and taking payments. Supporting medical staff for procedures as needed

- Greeted and checked in patients, ensuring a warm and welcoming atmosphere

- Answered phone calls and addressed patient inquiries with professionalism and accuracy
- Maintained patient records by accurately updating personal information, medical history, and insurance details
- Collaborated with healthcare providers to ensure smooth patient flow throughout the clinic
- Assisted with administrative tasks such as filing documents, organizing paperwork, and maintaining office supplies inventory
- Provided support during emergencies by contacting necessary medical personnel or alerting appropriate departments within the facility
- Performed data entry tasks accurately and efficiently to update electronic health records (EHR)
- Managed waiting area cleanliness by tidying up magazines, wiping down surfaces regularly, and ensuring a comfortable environment for patients
- Trained new front desk receptionists on office protocols and customer service best practices
- Served as a liaison between patients and healthcare providers regarding prescription refills and medication inquiries
- Developed and maintained positive relationships with patients, ensuring their comfort and satisfaction throughout their visit

Real Estate Broker

GenStone Realty

January 2021 to December 2022

- Supervising Broker for Illinois & Wisconsin: Oversaw real estate operations and served on the Board of Directors for Lakes Area Realtors.
- Supervisor: William Thompson
- Better Homes and Gardens Real Estate Star Homes (2017-2021)
- Designated Managing Broker: Managed real estate operations and served on the

Mortgage Loan Officer

WAMU/Chase-Chicago, IL

January 2003 to December 2005

- Personal Banker: Set up new personal and business accounts, consumer and residential loans, and provided top-tier customer service.

Supervisor of Front Desk, Call Center, and Scheduling of MRI Dept. Managed

Midwest Sports Medicine-McHenry, IL

January 1999 to December 2002

high-volume office operations, verified insurance, scheduled appointments, and upsold in-house MRI services

- Managed patient scheduling and appointment coordination, ensuring efficient flow of daily operations
- Verified insurance coverage and processed claims, resulting in timely reimbursement for medical services rendered
- Coordinated with healthcare providers to obtain necessary documentation and pre-authorization for procedures and treatments
- Responded to patient inquiries regarding appointments, test results, and general information about the practice
- Performed administrative tasks such as answering phone calls, filing paperwork, and managing office supplies inventory
- Collaborated with billing department to resolve any coding or billing discrepancies for accurate claim submission
- Scheduled diagnostic tests and specialist appointments based on physician recommendations
- Ensured compliance with medical office policies and procedures while maintaining a high level of professionalism at all times
- Provided exceptional customer service by addressing patient concerns promptly and effectively

- Assisted in training new staff members on office protocols, EMR systems usage, and customer service standards
- Managed incoming/outgoing correspondence including mail distribution, faxing documents, scanning records into EMR system
- Maintained patient records by accurately inputting demographic information, medical history, and insurance details into electronic health record system
- Verified insurance coverage for patients prior to their appointments, minimizing billing errors and facilitating efficient claims processing
- Managed office inventory by monitoring supplies levels and placing orders when necessary to maintain adequate stock of essential item,
- Prepared treatment rooms before patient visits by ensuring cleanliness, stocking necessary supplies, and sterilizing equipment according to infection control protocols
- Assisted in training new administrative staff members on office procedures, software systems usage, and customer service standards
- Maintained strict confidentiality of patient information in compliance with HIPAA regulations at all times

Trainer/Manager (Approx. 8 years)

Food Industry Roles-Chicago, IL

January 1990 to January 1998

- Trainer/Manager (Approx. 8 years)
- Started in fast food as a crew member, moved to team leader and then shift manager.
- Transitioned to a regular sit-down restaurant as a prep cook, learned the front line as a cook, and became a trainer.
- Conducted quality control for food coming out to customers with the wait staff in a fast-paced environment.
- Trained wait staff, greeters, and learned bartending.
- Became Office Admin: Checked out waitstaff, reconciled cash, credit cards, tip disbursements for team members, and did end-of-night closing balance with the shift manager.
- Ensured the kitchen was clean and ready for the next morning, helped with inventory for the kitchen and bar as needed.
- Filled in wherever help was needed.

Certified Pharmacy Technician (CPhT)

Osco Pharmacy-Palatine, IL

January 1996 to December 1996

- Certified Pharmacy Technician: Intake, check-out, stock medications, inventory, verify and call doctors' offices, answer phones, and customer service. Routinely called to the front or sent to the pharmacy to help where customer lines were long, providing flexibility and handling high-pressure situations.

Education

High school diploma

Wm Fremd High School - Palatine, IL

January 1983 to February 1983

Skills

- Microsoft Suite
- Google Documents
- Fair Housing regulations

- Communication skills
- Sales
- Customer service
- HIPAA compliance
- Microsoft Office
- Organizational skills
- Negotiation
- Time management

Certifications and Licenses

Real Estate Broker

Real Estate License

Pharmacy Technician Certification