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## WORK EXPERIENCE:

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### **Buyers Agent/ Licensed Assistant**

05/2015 to 01/2018

*Patti Couperthwaite's Bug Me Team w/ Coldwell Banker RWG; Fremont, Indiana*

- Real Estate Team that specialized in lake front properties.
- Promoted three times from Office Assistant to Marketing/Closing Coordinator to Buyers Agent
- Worked on over \$53 Million in transactions.
- While licensed (10/2016-1/2018) produced \$3.5 Million in sales.
- Assisted in the implementation of Top Producer CRM tool to help increase team efficiency.
- Worked with clients to help them find a home and guide them through the home buying process.
- Process up to 20 accepted offers at a time (paperwork, order title work/inspections, etc)
- Design marketing materials and assist in the ordering of marketing materials.
- Increased office efficiency by designing/amending new forms, checklists, or processes.
- Update client information in Agent Office database.
- Post past sales and client reviews on Zillow account.
- Follow up with leads from multiple web sites.
- Oversee postcard mailing campaigns to prospective customers.
- Oversee and keep up to date Facebook postings of properties for sale.

### **Team Leader**

06/2014 to 06/2015

*Reebok; Fremont, Indiana*

- Promoted from Sales Associate to Team Leader on 12/2014
- Assisted the leadership team in driving sales.
- Ensured customers received a high level of customer service.
- Was a presence on the sales floor while creating/maintaining a team environment within the store.
- Drove sales by identifying areas of improvement and making suggestions to drive best possible return on key performance indicators.
- Integrate sales techniques into service approach to drive sales.
- Used advanced product knowledge to sell by supporting team during the sales process when customers require deeper product knowledge.
- Performed store operations by being detail-oriented in receiving, displaying, merchandising and replenishing product, as well as in maintaining a clean and organized store environment.
- Fostered teamwork by understanding when other team members need help and willingly offer support and feedback to improve their performance.
- Trained basic core and seasonal product knowledge to all team members.
- Understood customer expectations and coached team to exceed those expectations at all time.

## EDUCATION:

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**Anticipated Bachelor of Science in Business Administration: Sport Management** Expected

Graduation: 2018

*Trine University; Angola, IN*

## SKILLS:

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Adobe: Photoshop, Lightroom

Microsoft Office: Word, Excel, PowerPoint, Publisher

Social Media: Facebook, Twitter, Instagram, LinkedIn, Snapchat, Pinterest

Bilingual: English and Spanish

## ACTIVITIES:

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- **Senator**, Student Government for Ketner School of Business (2014 to 2016)
  - Student Activities Board (2014 to 2016); Finance Committee (2014 to 2016)
- Kappa Sigma Fraternity
  - Public Relations Chair (2014 to 2015); Judicial Board (2014 to 2016)
- American Marketing Association (2013 to 2016)
  - Vice President of Membership (2014 to 2016)
- Student Athlete, Trine University, Men's Soccer Team (2013 to 2016)