**James Miller Customer Service Professional**

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Accomplished and growth-focused professional with solid experience in customer service management and business development. Skilled in maintaining a positive work atmosphere, act and respond in a manner that promotes a positive experience for customers, clients, co-workers, and management. Adept at providing external and internal customers with assistance needed to resolve, and troubleshoot or escalate service requests. Demonstrated abilities in delivering excellent services to existing and new customers to maximize revenue/profit and retention of relationships and leading/building teams to achieve shared visions and goals. ***Areas of Expertise include:***

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| --- | --- | --- |
| * New Business Development | * Team Training & Leadership | * Customer Service Management |
| * Strategic Planning & Execution | * Performance Management | * Relationship Building |
| * Continuous Process Improvement | * Cross Team Collaboration | * Effective Communication |

**Professional Experience**

**Keller Williams Realty Urban Elite, Denver, Colorado** • Oct 2009 to Present

**Realtor/Broker Associate**

Determine tasks and implement effective processes and procedures to meet targeted objectives. Perform day-to-day operations by perusing MLS and other sites to look at new and sold inventory. Operate closely with brokers to prepare proposals and strategies for presentations and working closely with market research to pull together market information for clients. Engage the business development team to ensure all assistance being provided to the sales agents in all territories. Possess great understanding regarding homes available for sale and considerations relating to local market trends and more. Monitor all the transactions in escrow closely and meet timelines and deadlines. Acquire strong organizational skills, to-do lists, technology tools, and support assistants. Execute with flawless precision, keeping current clients happy, and deliver excellent services.

**Key Accomplishments:**

* Develop and execute marketing strategies to appraise, manage, market, and liquify REO portfolio’s for multiple national companies throughout local market place.

*Additional experience as Broker Associate at ONE Realty, LLC, Denver, Colorado*

**Education & Training**

**Bachelor of Arts, Communications & Theater: Journalism Emphasis**

Western State College | Gunnison, Colorado

**Bachelor of Arts, English Literature**

Western State College | Gunnison, Colorado

**Minor, Business Management**

Western State College | Gunnison, Colorado

**Position Specific Training**

Colorado Real Estate Broker’s License | Low Income Housing Tax Credit, Section 42 Compliance Training, C.H.F.A., Denver, Colorado | Fair Housing Training, Denver Board of Realtor | Equator Platinum Certified REO Broker

**Professional Skills**

Microsoft Office Suite | Adobe Applications | Equator ResNet