

MICHELLE GLIKO

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PROFESSIONAL PROFILE

I am an accomplished Business Professional with experience in account management, marketing, client relations and retail sales. My ability to work with cross-functional teams in a variety of settings while effectively meeting sales and business initiatives has prompted me to take the next step in my career. I am looking for a role with a respected organization that rewards hard work, dedication, and a track record of success. Highlights of skills:

- Business Development
- Account Management
- Marketing
- Client Retention
- Detail Oriented
- Strategic Planning & Analysis
- Project Management
- Customer Service

PROFESSIONAL EXPERIENCE

First American Title Company, Honolulu, HI **2006 to Present**

Transaction Coordinator/Escrow Assistant to Senior Escrow Officer

- Work as liaison with clients, agents, sellers and buyers to facilitate closing process.
- Assist Agents in opening, maintaining and closing escrow accounts.
- Create project timelines, track tasks and resources and ensure accountability. Provide efficient administrative support to Real Estate Agents.
- Well versed in HUD regulations. Create HUD Statements.
- Initiate contact with clients to facilitate client retention and encourage customer education through opening and closing activities.
- Implemented processes contributing to a significant increase in the coordination of new transactions.
- Coordinate and direct orientation and training of new employees.

First American Title Company, Roseville, CA **2005 to 2006**

Escrow Assistant

- Coordinated funding packages and closings. Aided in the disbursement of funds to appropriate parties.
- Engaged clients to provide assistance and customer education.
- Provided administrative support and supervision.
- Facilitated scheduling of closings and updated escrow documents and records.
- Prepared and answered all questions concerning Title commitments.

Autowest Dodge, Chrysler, Jeep, Roseville, CA **2004 to 2005**

Office Assistant

- Provided first class customer service and support. Engaged potential customers and directed them to appropriate departments.
- Provided management of heavy call volume and routed calls appropriately based on client needs.
- Supervised the entry of leads into company database. Ensured accuracy and attention to detail to avoid duplication.

Mike's Discount Foods, Carmichael, CA **1996 to 2004**

Manager/Sales

- Provided management and supervision of daily operations. Ensured schedule adherence and supervised daily transactions.
- Maintained direct interaction with customers to ensure satisfaction and provide conflict resolution.
- Compiled weekly sales reports and devised ways to boost sales and achieve higher profit margins.
- Implemented processes to effectively reduce overhead while maintaining quality standards.

EDUCATION & TRAINING

- **Associate in Arts**, Sierra College, Rocklin CA – Nursing (2005)

TECHNICAL SKILLS

- Proficient in MS Office (Word, Excel, PowerPoint, Outlook)

AFFILIATIONS

- Big Brothers Big Sisters of Honolulu