

# Alvin Banu

Dededo, GU

-Email me on Indeed: <http://www.indeed.com/r/Alvin-Banu/3f65aa3dc2f5c8b3>

An individual with 10+ years of experience in the real estate industry. Prior experience in marketing, food & beverage, and retail sales management. Skilled in operation enhancements, administration, preventative maintenance systems, IT support, public relations, sales & marketing, payroll and team building.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### **Escrow Officer**

Pacific American Title Insurance & Escrow Company - Tamuning, GU

August 2015 to Present

- Reviews Preliminary Title Reports or Ownership & Encumbrance Reports to confirm ownership, vesting, and for any active liens affecting the subject property.
- Contacts lending companies or individuals to obtain settlement statements on any active mortgages and requests for release of mortgages.
- Reviews real property tax information to ensure RPT dues are up to date at closing.
- Confers with realtors, buyers, sellers, owners, and lending companies on requirements for refinance, home equity, or purchase transactions.
- Requests Home Owner Association statements, bylaws, financials, etc. when required.
- Prepares Escrow closing documents utilizing SoftPro's Closing & Title software.
- Stays current as a Notary Public.
- Completes closing transactions with the respective parties by scheduling closing dates, times, and location; reviews and explains closing documents; obtaining signatures.
- Prepares documents (deeds, affidavits, mortgages, etc.) for recording; prepares trust/operating check(s); (one of two) primary signatory for most company trust accounts.
- Conducts property site inspections to confirm setbacks, additional structures, etc. conform with Guam's real property statutes, laws, and codes.
- Assists in troubleshooting for workstations, printers, servers, and software applications to include, but not limited to: Microsoft Office Suite, AFW (Aims For Windows), and SoftPro, on a needed basis.
- Completed the Guam Real Estate Academy and Training course to further my knowledge of the industry.

### **Assistant Manager**

Dial Rent To Own - Mangilao, GU

November 2014 to July 2015

- Managed the collections activities in the store.
- Assisted the Store Manager in duties required in the day to day operation of the store.
- Directed and coordinated collection and call activities of workers engaged in collecting delinquent customer accounts.

- Assigned workers responsibility for investigating and verifying rental information of prospective customers, preparing documents to substantiate findings, and recommending rejection or approval of application.
- Recommended duties associated with the collections of non-paying customers.
- Reviewed collection reports to ascertain status of collections and evaluated effectiveness of current collection policies and procedures.
- Audited delinquent accounts considered to be uncollectible to ensure maximum effort had been taken before assigning bad-debt status to accounts.

## **Property Manager**

Ellen's Realty - Tamuning, GU

June 2013 to July 2014

- Managed 100+ units regarding monthly rental payments, maintenance/emergency issues, and move-in/move-out inspections.
- Reported to the property owners on any updates regarding their property/tenants and provided options/suggestions for present/future upgrades to attract new tenants.
- Scheduled the maintenance staff work orders on a daily basis.
- Created marketing material on a needed basis (magazine/newspaper advertisements, flyers, etc. using Microsoft PowerPoint or Publisher).

## **Residential Staff Appraiser**

Micronesia Appraisal Associates, Inc. - Tamuning, GU

March 2010 to March 2013

- Conducted property inspections to evaluate the market value of subject properties through various approaches.
- Assisted the main appraiser with the inspection of the subject property, subject and comparable data entry and verification.
- Trained and proficient using WinTOTAL software.

## **Marketing & IT Support/Escrow Associate/Title Researcher**

Pacific American Title Insurance & Escrow Company - Tamuning, GU

November 2007 to March 2010

- Assisted the HR/Marketing Manager in the creation of marketing materials to include advertisements, flyers, holiday & special occasion emails, coupons, cards and power point presentations via print & digital media.
- Conducted property inspections to ensure no liens or encumbrances affect the subject property for Escrow/Lenders.
- Assisted in the upkeep and troubleshooting for all workstations, printers, phones and software applications to include Quickbooks, 4D Database, Microsoft Office Suite and AFW (Aims For Windows).
- Handled/assisted in data gathering for recorded documents at the Department of Land Management and updates on the 4D software in a timely manner.
- Created monthly mortgage counts and spreadsheets to provide to lenders and in-house use.
- Licensed Notary Public to assist with closings and walk-ins.
- Assisted the Escrow department as an associate on a needed basis by preparing the closing packages for buyers, borrowers, sellers, realtors, and lenders.
- Assisted the Title department as a researcher on a needed basis by providing detailed research on subject properties.

- Assisted the runner with payoffs for lending institution, miscellaneous package deliveries, and recording documents at the Department of Land Management.
- Assisted the IT Administrator in the maintenance, upgrade and trouble shooting of the main in-house server and domain network.
- Provided advice/training to staff and management to improve their usage of pc software applications (Microsoft Office Suite).

## **Assistant Manager**

GameStop - Dededo, GU

December 2005 to November 2007

- Assisted Store Manager in daily operations, staff hiring, and meetings.
- Successfully trained reliable and dependable staff on store policies and procedures.
- Handled opening and closing procedures.
- Periodically conducted category counts/inventory of items to deter theft.
- Assisted with making GameStop Micronesia Mall the number one store in reservations for certain upcoming titles.
- Ensured register transactions were accurate and balanced before closing of shift.
- Responsible for new marketing material placement.
- Successfully brought the store to better performance and customer service resulting in an increase of the district's ranking company-wide.
- Occasionally communicated with the District Manager and other GameStop Management through the weekly district conference calls.
- Responsible for transferring of the defective items to GameStop's Defective Warehouse.

## **IT Consultant**

NetCom Pacific - Hagåtña, GU

September 2004 to December 2005

- Conducted website maintenance for clients.
- Subcontracted with other IT Consultants.
- Assisted with new server installation and configuration for GEDCA.
- Subcontracted for monthly system maintenance for the Windward Hills Country Club.
- Assisted in systems analysis for Market Wholesale.
- Assisted in the reconfiguration and services for Hotel Santa Fe Front Office computers and server.

## **Marketing Administrator**

Prestige Automobiles - Dededo, GU

March 2004 to September 2004

- Consistently advertised pre-owned vehicle line increasing brand awareness and sales.
- Controlled and maintained marketing budget for calendar year 2004.
- Assisted in the organization of all events sponsored by the company to include, but not limited to, golf tournaments, new model launches, car washes, etc.
- Consistently distributed direct mailers to announce new, monthly promotions.
- Assisted General Manager in additional projects to increase the company's model lines and additional marketing support for automotive partners.
- Assisted in creation of monthly promotions to increase sales and meet quota for the Sales department.
- Met regularly with potential companies in regards to joint promotions and partnerships.
- Responsible for marketing reports to BMW Corporate & Regional Headquarters in Germany and Singapore, respectively.

- Attended weekly manager's meetings to discuss completed and pending items/projects within each department.
- Assisted IT in the repair and maintenance of the computer network/individual systems.
- Created additional ideas/promotions to increase sales and enhance brand awareness.

### **Dental Benefits Coordinator**

Dental Services Incorporated (dsi) - Tamuning, GU  
August 2003 to March 2004

- Introduced the plan options to potential clients via telephone, fax, e-mail and outside meetings.
- Worked independently, meeting deadlines in a timely fashion.
- Reported directly to the owners on the monthly membership and status of members.
- Assisted IT Manager in updating and problem solving of the computer systems, printers and other equipment for DSI and GentleCare Dental clinic.
- Assisted Customer Service Representative's duties including coverage of the front desk area.
- Handled monetary transactions, accepting different methods of payment.
- Created and maintained member files.
- Created permanent membership cards through Fargo card printers.

### **F&B Team Leader/Supervisor**

Hyatt Regency - Tumon, GU  
May 2001 to August 2003

- Assisted in the upgrading of standard operating procedures for all outlets.
- Created monthly sales analysis for personal bar to determine strongest sales advantages.
- Assisted in the creation of the new bartender's beverage standard binder.
- Responsible for staff payroll through KRONOS timekeeper system.
- Ensured cashier's transactions were accurate and balanced before the closing of their shift.
- Responsible for the monthly wedding reservations for the café restaurant.
- Assisted in the creation of linen distribution standards for the food & beverage department.

### **F&B Supervisor**

Hyatt Regency - Saipan  
August 1999 to May 2001

- Supervisor in charge of daily operations and administration for the café, room service, personal bar and retail store outlets.
- Personally trained and managed a new team of personal bar staff with improvements on standard operating procedures that resulted in higher profits and consistent checks of all 365 rooms.
- Assisted in preparation of new buffet ideas and promotions to increase covers and sales percentages.
- Created monthly sales analysis for personal bar and room service to determine strongest areas and weak spots in sales.
- Consistently submitted payroll reports on time and accurately on a bi-weekly basis.
- Consistently ensured all cashier's transactions for the retail store was accurate on a daily basis.

### **Retail Supervisor**

Hard Rock Café - Tumon, GU  
April 1998 to April 1999

- Directly managed the retail outlet with fifteen staff that produced consistent, projected revenue.
- Reported directly to the General Manager with issues regarding the sales and promotions for the retail department.

- Received and issued cashier's daily transactions/float money.
- Consistently completed monthly inventory with minimal losses.
- Successfully opened the Hard Rock Café Saipan's retail outlet and assisted in the training of employees to the company's standards and operating procedures.

### **Retail Supervisor**

Planet Hollywood - Tumon, GU

February 1997 to April 1998

- Responsible for the training of new employees on proper operating/service standards.
- Designed new and creative displays for the retail outlets.
- Assisted in keeping the standard operating procedures up to date and reports to Store Manager.

### **Barista**

Hava Java Café - Hagåtña, GU

November 1996 to January 1997

- Assisted guests with their purchasing needs.
- Provided excellent teamwork that resulted in high moral and better service.
- Developed signs and displays for coffee/merchandise items.

### **Range Instructor**

Top Gun Shooting Gallery - Tumon, GU

August 1996 to November 1996

- Instructed customers in proper handling of weapons before live fire.
- Assisted Armorer in maintenance of weapons.
- Promoted business by distribution of flyers.

## Education

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### **Business Management**

University of Guam

1993 to 1995

### **High school diploma or GED**

## Skills

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- Escrow
- Software Troubleshooting
- Microsoft Publisher
- Microsoft Windows
- Operating Systems
- IT Support
- Management
- Title Research
- Real estate appraisal

- Marketing

## Languages

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- Japanese - Intermediate
- Tagalog - Beginner

## Certifications and Licenses

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### **Notary Public**

April 2021 to April 2025