

# SUZETTE BOSTON

**HR and Finance Specialist seeking fulfilling new opportunity**

Austin, TX 78750

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## **WORK EXPERIENCE**

### **Real Estate Agent**

**Homeplace Apartment Search** - Austin, TX

2018 to Present

Generate leads via inbound calls, online advertising & social media  
Produce sales/leasing monthly revenue of \$5K+  
Personalize customer service to each type of client  
Develop meaningful relationships with clients  
Maintain detailed records of customer information  
Filed and kept records of invoices, expenses, and lead "touch" information  
Identify client needs, clarify information, & researched customer data  
Regular B2B meetings to establish and grow working relationships

### **Human Resources Specialist**

**Federal Emergency Management Agency** - Austin, TX

2018 to Present

First line of support for many levels of public sector personnel  
Built assigned and processed internal recruiting and separation cases  
Worked with Branch Chiefs and Division directors to create recruitment plans  
Planned and executed recruitment strategies with HR team and Program Area Managers  
Coordinated interviews, fingerprinting, and background investigation procedures with regional and national security teams. Teamed up with Accountable Property Officers to issue equipment to new hires and transfers Daily correspondence with low- and high-level employees to ensure knowledge of HR procedures Detail oriented approach to completing administrative tasks  
Timekeeper responsibilities to ensure accurate employee time cards  
Maintain organized records for various levels of personnel with varying sensitivity  
Led and planned policy and department briefings and meetings with supervisors and directors  
Created flow-charts, onboarding packets, organizational charts, and email blasts as daily functions Handle personally identifiable information in accordance with strict federal guidelines  
Held high risk public trust security clearance

### **Financial Management Specialist**

**Federal Emergency Management Agency** - Austin, TX

2017 to 2018

Provided high level financial support for internal and external disaster staff via email and inbound calls Followed up with staff to ensure understanding of finance policy and procedures

Prepared, verified & finalized travel reservations, authorizations, amendments & vouchers  
Utilized and maintained federal funds systems to check and transfer funds to disaster accounts  
Educated various levels of disaster staff on travel policy & procedures  
Maintained contact with superiors and relayed everchanging procedural changes to staff  
Researched and developed guideline material for best financial practices while on disaster travel  
Sought out and completed ongoing training in the financial management field  
Daily use of Concur Travel and expense system to support disaster staff

## **Sales Support**

**Rodan + Fields** - Austin, TX

2017 to 2017

Referenced case logs to ensure accurate client information  
Assign, process & resolve Salesforce cases  
Complete 500+ data entry & return processing daily  
Resolve customer grievances  
Input, organize, & research customer issues  
Route escalated customer grievances to necessary department  
Perform statement reconciliations  
Provide customer support in call center environment

## **Remote Stylist**

**Stitch Fix** - Austin, TX

2015 to 2017

Provided personalized customer service to each client  
Exceeded quarterly productivity and sales goals  
Resolved client complaints and concerns  
Leveraged and utilize opportunities to upsell  
Analyzed data, making comparison of prices, discounts, and delivery dates  
Developed work-aids, mood boards & sales reports for team use  
Shared best practices to accomplish team goals

## **Direct Sales Representative**

**American Media** - Austin, TX

2014 to 2015

Provide excellent customer service  
Deliver sales-oriented presentations to clients  
Negotiate price, term of sale, & service agreement  
Counsel new hires on company policy & work processes  
Manage leads & client relationships, using CRM  
Apply knowledge of competitor products & pricing

## **Mobility Support and Home Service Sales**

**AT&T** - Austin, TX

2011 to 2012

Increase average client account size 20%  
Diffuse volatile customer situations  
Address & resolve customer product complaints  
Direct customers to resources on procedures, policies, & promotions  
Manage call flow to satisfactory completion

Respond to technical support needs



## EDUCATION

### **Bachelor's in Fashion and Retail Management**

Art Institute of Austin - Austin, TX

2015



## SKILLS

- **Retail**
- **Detail oriented**
- **Problem-solving**
- **Operations**
- **Hiring**
- **Real Estate**
- **Microsoft Office (10+ years)**
- **Google Docs (8 years)**
- **Kronos (2 years)**
- **Adobe (5 years)**
- **Concur (3 years)**
- **Salesforce (2 years)**
- **Sales Support (1 year)**
- **Time Management (8 years)**
- **Teamwork (7 years)**
- **Sales Experience**
- **Scheduling**
- **Human Resources**
- **Payroll**
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- **Outlook**
- **Data Entry**
- **Organizational Skills**
- **Marketing**
- **Word**
- **Excel**
- **Project Management**
- **Training & Development**



## **CERTIFICATIONS AND LICENSES**

### **Real Estate License**

May 2018 to May 2020  
Texas Salesperson Real Estate  
License, Active



## **ASSESSMENTS**

### **Real Estate — Highly**

**Proficient** November 2019

Matching listings with specifications and identifying errors on marketing materials.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/e207de3aec974b92343807b83c7182afeed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/e207de3aec974b92343807b83c7182afeed53dc074545cb7)

### **Sales: Influence & Negotiation — Highly Proficient**

November 2019

Persuading reluctant customers to buy products or services, and influencing and negotiating with customers to meet sales goals.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/02eea2f33a245b30692a38026e4aadb6eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/02eea2f33a245b30692a38026e4aadb6eed53dc074545cb7)

### **Attention to Detail — Highly Proficient**

November 2019

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/a653f3399d50fd22aaf83fb2e9ca8c5deed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/a653f3399d50fd22aaf83fb2e9ca8c5deed53dc074545cb7)

### **Microsoft Word — Expert**

November 2019

Knowledge of various Microsoft Word features, functions, and techniques.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/874657b58dc58ddfa80a43fddc6db20deed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/874657b58dc58ddfa80a43fddc6db20deed53dc074545cb7)

### **Customer Focus & Orientation — Highly Proficient**

November 2019

Responding to customer situations with sensitivity.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/b99d81b7c3d6d7e15ce9b9dd9aa6d0b9eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/b99d81b7c3d6d7e15ce9b9dd9aa6d0b9eed53dc074545cb7)

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