#### CAREER OBJECTIVE

#### Real Estate professional with years of finance and analytics experience with a focus on customer service. Looking to leverage my knowledge and experience into a role as manager or program manager.

#### PROFESSIONAL EXPERIENCE

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| 07/14 – Now | CB Richard Ellis – Sprint Real Estate – Overland Park, KS **Lead Program Analyst** | | |
| * As team lead, integrate customer requests into data strategy, modify processes, monitor risks and provide feedback * Provide research, data mining/analysis, reporting and interpretation of company performance metrics * Use aggregate data from multiple sources to assist in creating a complete analysis * Multiple system data strategy: PeopleSoft/Oracle, CBRE Strategic Insight, Microsoft Access * Assist in database design changes | * Report benchmarks and performance metrics * Provide informal assistance such as technical guidance and/or training to coworkers * Coordinate involvement of personnel from other departments on special projects * Understand and work with scenario planning tools/models | |
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| 01/12 - 05/14 | Johnson County Community College – Overland Park, KSWriting Center Tutor / Supplemental Instructor | | |
| * Assisted clients with Writing Center resources * Grammar Hotline * Tutor training * and reviewed monthly newsletter contributions | | * Modeled success in developmental classes * Facilitated study groups and activities * Tailored delivery for a diverse clientele with a range of skills |
| 11/10 – 02/12 |  | | |
| Foley Company – Kansas City, MO **Preconstruction Coordinator** | | |
| * Ordered Plans & Specs * Coordinated Front End Set-up * Prepared and distributed Bid Invitations, Turn-Over Books * Month End Reporting, KPI and Sourcing, Forecast/Budget * Prepared Proposals and Pre-Qualifications | | * Scheduled & Prepared Time Sheets * Record Retention * Project Tracking and Reporting * Assist in Web Site Maintenance * Project Surveys, Tracking & Reporting * Golf Tournament, Provided Admin Support |
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| 10/07 – 11/10 | White Star Construction, Inc. – Shawnee, KSExecutive Secretary/Administrative Assistant | | |
| * Answered phones, documented calls, scheduled inspections * Requested and compared subcontractor bids * Scheduled subcontractors and repair work * Reviewed scopes for accuracy and thoroughness * Prepared supplements for insurance using Xactimate * Implemented new strategies for cost tracking, labor expenses * Safety coordinator; scheduled safety meetings, MSDS | | * Prepared and presented weekly reports * Requested draws from insurance company * Worked with mortgagee for payment release * Billing, Quickbooks * Collections * Reviewed claim with adjuster on site |
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| 03/07 – 07/08 | Michaels Craft Stores – Overland Park, KSOffice Assistant | | |
| * Prepared drawers for store opening * Counted drawers | | * Maintained employee records, scheduling * Prepared store meeting notes |
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| 11/05 – 02/07 | U-Haul – Overland Park, KSCustomer Service Representative | | |
| * Answered phones, eight-line system * Scheduled truck appointments | | * Collections * Stocked store supplies |
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| 11/02 – 05/06 | Interconnect Devices Inc. – Kansas City, KSAdministrative/ Human Resource/ Accounting Assistant | | |
| * Assisted Accounts Receivable, Accounts Payable, HR * Collections * Mail room management | | * Ordered Office supplies * Filing * Prepared administrative meetings, catering, document presentation |

# CORE COMPETENCIES

## Customer Service

* Attentive to customer, people oriented
* Dedicated to internal and external customers
* Quick learner and able to apply knowledge in assisting clientele
* Trained new employees on products and sales techniques

## Accounting

* 8 + years experience general accounting office duties
* 6 + years experience Collections
* 3 + years experience Accounts Payable/ Accounts Receivable
* Cash handling up to $10,000
* Responsible for daily deposits

### Clerical / Office Management

* Proficient in QuickBooks, Microsoft Word and Excel
* Typing speed 60 wpm
* Research, record, and report information
* International and domestic shipping
* Appointment setting, work scheduling

## Insurance Repair Specialist

* Extensive experience in Project Estimating through Xactimate
* Assist with scope, gather bids from subcontractors
* Negotiate with insurance company for claim allotment & supplements
* Work with insurance and mortgage companies for fund distribution

### EDUCATION

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| 10/20 – 04/21 | **University of Kansas – Lawrence, KS**  Data Analytics Bootcamp |
| 01/13 – 06/14 | **University of Kansas – Lawrence, KS**  Study towards Bachelor’s in English, Public Administration Minor |
| 07/97 – 12/13 | **Johnson County Community College** – Overland Park, KS  Study towards General Education Requirements |
|  | Nursing Assistant & CPR for Healthcare Professional  Early Childhood Education |
| 03/05 – 05/06 | **Ottawa University –** Overland Park, KS  Study towards Bachelor of Arts |
| 09/02 – 11/02 | **Women’s Employment Network** – Kansas City, MO  Certificate of Completion – Introduction to Computers |
|  | Certificate of Completion – Career Transition |
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