

Summary of Qualifications

- Confident and knowledgeable customer service professional equipped with a client focused mentality and keen attention to detail.
- Excellent communicator with experience in a wide range of marketing initiatives including email marketing and client events.
- Demonstrated ability to multi-task and succeed in a fast paced environment both independently and in a team setting.
- Tactful closer with a proven track record in high-level sales.
- Superb analytical skills with ability to synthesize and present information clearly.

Skills

- Proficient in MS Word, Excel, PowerPoint, Outlook, Access and SQL
- Fluent in English, Portuguese and conversational Spanish.

Work Experience

Executive Assistant / Client Outreach, 01/2013 to 06/2017

Real Estate Agent David Knoll – San Francisco Bay Area

- Drafted and distributed email and conventional client outreach campaigns that resulted in a 30% increase in incoming clients.
- Provided administrative support and handled scheduling process, including domestic and international travel arrangements.
- Managed office budget allocation, supply inventory and invoicing.
- Assisted with drafting, editing and formatting of key documents and collateral material.
- Coordinated several events, including open houses and client receptions, ensuring successful turnout and seamless execution.
- Served as initial point of contact between clients and Agent, answering questions, providing property information and assessing clients' property needs and purchasing budgets.
- Implemented strategic and tactical sales techniques to aggressively develop major accounts.
- Created and maintained database consisting of over 400 existing and prospective clients.

Sales Manager / Customer Success, 10/2007 to 11/2009

United Investments – Hayward based real estate investments firm

- Managed and trained a team of three people, ensuring proper communication and execution of job tasks.
- Successfully communicated complex concepts such as market and short-sale conditions to client groups of up to 10 individuals.
- Built strong relationships with agents, clients, and investors by attentively listening to their needs.
- Prepared comprehensive reports by compiling key information on potential investment properties.
- Provided excellent customer support by handling incoming calls and emails in a professional and timely fashion.
- Addressed customer inquiries concerning property information and a wide range of negotiation aspects remotely and in person.
- Negotiated short-sales properties on behalf of investors and clients.

Manager's assistant / Accounts Receivable, Accounts Payable, Billing & Collections, 08/2003 to 11/2005

C.A.O. Commercial & Private Construction Company – Sao Paulo Brazil

- Worked directly with the company's owners and managers
- Listened to employees, contractors, and clients' complaints and concerns to better improve the company
- Responsible for writing contracts
- Requested contractor's service estimates for large scale construction assignments
- Resolved collections by examining customer payment plans, payment history, credit line; coordinating contact with collections department.
- Provided top notch customer support to high level private clients.
- Prepared bank deposits and posted cash receipts.
- Monitored client accounts for non-payment and delayed payment.
- Tracked account status of various clients.

- Investigated and Resolved customer account issues.

Education

Bachelor of Science with Emphasis in Finance: August, 2018
San Francisco State University - San Francisco, CA