

Latisha Michelle Rhinehart

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WORK EXPERIENCE

CAROLINA REALTY, Rock Hill , SC

Realtor | Jun 2015 - Present

- Award winning agent, over \$1+ million in sales for three consecutive years.
- Communicate with mortgage lenders to confirm required documentation is received to ensure a smooth loan processing, closing the property on time.
- Prepare documents such as representation contracts, purchase agreements, closing statements, deeds and leases.
- Facilitate a smooth sales process with the buyer, real estate agent, and lender to ensure all aspects of the buying process is coordinated properly through closing
- Train new agents to the firm, in the completion of buyer & seller packages according to Labor and Licensing Law.
- Conduct seminars and training sessions for sales agents to improve sales techniques.

AON HEWITT , Charlotte, NC

Team Manager | Sep 2014 - Feb 2015

- Administer employee insurance, pension and savings plans, working with insurance brokers and plan carriers.
- Administer, direct, and review employee benefit programs, including the integration of benefit programs following mergers and acquisitions.
- Plan and conduct new employee orientations to foster positive attitude toward organizational objectives.
- Implement and train new employees on system updates and processes. While maintaining daily metric goals.

Senior Customer Service Representative | Sep 2010 - Sep 2014

- Worked as a mediator for customers with escalation concerns.
- Senior life benefits specialist, initiated the release of life insurance policies, collected death certificates and created estate paperwork.
- Enrollments of Defined Benefits and Contribution plans. Disbursements, contribution changes and beneficiary updates.
- Assisted the processing team to make correction to customers file, such as indicative data or adding family members to medical coverage.

EDUCATION

STRAYER UNIVERSITY, Charlotte , NC

Bachelor Of Business Administration Candidate, Expected graduation, Jul 2018

- Concentration in Health Services Administration

ADDITIONAL SKILLS

- Self-Starter
- Team Builder
- Excellent Oral & Written Skills