

Recie D. Wiley

Baton Rouge, GA, US

(225) 828-2329

reciewiley@gmail.com

PROFESSIONAL EXPERIENCE

Belle of Baton Rouge Hotel & Casino, Baton Rouge, US

2018 - 2023

Marketing & Sales Administrator

- Responsible for soliciting business with present and future clients and for negotiating contracts with clients to sell hotel room blocks and meeting space
- Responsible for personnel-related matters for the Sales staff
- Oversees various sales and promotional programs
- Develops, implements, and manages operational goals and monitors achievements of performance and profit objectives
- Develops and executes strategic marketing plan to include marketing reinvestment, direct marketing, advertising, public relations/community relations, and entertainment for the properties which generates trial and builds long term relationships with customers and strengthens the brand value
- Ensure that scheduling is done in an effective and efficient manner, while maintaining labor costs, meeting staffing objectives
- Responsible for preparing, monitoring and adhering to budgets and ensuring compliance to departmental budget initiatives
- Reports budget concerns / deviations to the Executive Management
- Enthusiastically supports, actively promotes, and demonstrates superior customer service in accordance with department and company standards and programs
- Ensures customer service standards are followed by all team members and addresses issues as they arise
- Responsible for the overall achievement of department customer service goals
- Assesses, anticipates and reacts to the competitive marketplace in regard to marketing strategies, programs, campaigns, and promotions
- Conducts periodic competitive shops
- Works in conjunction with IT department to ensure appropriate resources are available to run programs
- Familiarization with all company Brand programs and systems and provides input to improve Brand direct marketing efforts
- Coordinate with vendors and in-house staff on creative production and communication of events, promotions, and direct mail offers

Century 21 Investment Realty, Antioch, US

2012 – 2018

Real Estate Agent

- Promote sales of properties through advertisements, open houses, and participation in multiple listing services.
- Develop content for sales presentations and other materials.

- ☐ Accompany buyers during visits to and inspections of property and advise them on the suitability and value of the property they are visiting.
- ☐ Prepare documents such as representation contracts, purchase agreements, closing statements, deeds, and leases.
- ☐ Confer with escrow companies, lenders, home inspectors, and pest control operators to ensure that terms and conditions of the purchase agreement are met before closing dates.
- ☐ Coordinate property closings, overseeing the signing of documents and disbursement of funds.
- ☐ Contact property owners and advertise services to solicit property sales listings.
- ☐ Arrange for title searches to determine whether clients have clear property titles.
- ☐ Deliver promotional presentations to current or prospective customers.
- ☐ Attend conventions, seminars, and staff and association meetings to remain knowledgeable about real estate markets.
- ☐ Advise sellers on how to make homes more appealing to potential buyers.
- ☐ Investigate clients' financial and credit status to determine eligibility for financing.
- ☐ Develop a network of attorneys, mortgage lenders, and contractors to whom clients may be referred.
- ☐ Inspect condition of premises and arrange for necessary maintenance or notify owners of maintenance needs.
- ☐ Appraise properties to determine loan values.
- ☐ Evaluate mortgage options to help clients obtain financing at the best prevailing rates and terms.
- ☐ Present purchase offers to sellers for consideration.
- ☐ Negotiate prices or other sales terms.
- ☐ Compare a property with similar properties that have recently sold to determine its competitive market price.
- ☐ Appraise property values.
- ☐ Advise clients on market conditions, prices, mortgages, legal requirements, and related matters.
- ☐ Rent or lease properties on behalf of clients.

WELLS FARGO BANK, Concord, US
Sales and Software Banker

2007- 2012

- ☐ Cross-selling banking services and products (Personal & Business Checking, Savings, Loans & Lines of Credit)
- ☐ Enrolling customers in online banking program.
- ☐ Linking account to website.
- ☐ Assisting customers with Bill Pay payments/filing claims.
- ☐ Dispute debit card transactions.
- ☐ Internet trouble shooting.
- ☐ Assisting customers with downloading transaction history using
- ☐ Web Connect/Direct Connect Service.
- ☐ Linking new accounts to be downloaded.
- ☐ Assisting customers paying bills with Quicken & QuickBooks.
- ☐ Dispute payments made with Quicken & QuickBooks.
- ☐ Quicken & QuickBooks trouble shooting.
- ☐ Researching error codes generated by Quicken & QuickBooks.

- ☐ Identifying unknown issues and constructing solutions.
- ☐ Working in partnership with Intuit Tech Specialist to resolve complex issues regarding Quicken, QuickBooks.

EDUCATION

Noble Desktop

Software Engineer Program

Diablo Valley College

Major Business Administration

Century 21 Real Estate School

Real Estate Principle

California First Tuesday Real Estate School

Real Estate Practice

Legal Aspect of Real Estate

Real Estate Finance

Real Estate Syndicate

Property Management

Wells Fargo

SKILLS

- ☐ **Full Stack Developer**
- ☐ **JavaScript Developer**
- ☐ **React Developer**
- ☐ **Python Developer**
- ☐ **Marketing Communications: Advertising**
- ☐ **Marketing Communications: Marketing Plan**
- ☐ **Marketing Communications: Strategic Marketing**
- ☐ **General: Direct Mail**
- ☐ **General: Marketing**
- ☐ **General: NEW Accounts**
- ☐ **General: Sales Administrator**
- ☐ **General: Sales Presentations**

ACHIEVEMENTS

- ☐ Completion of Software Engineer Program at Noble Desktop
- ☐ Belle of Baton Rouge, November 2022 Casino Gross 1.1 million
- ☐ Belle of Baton Rouge, Increase revenue by 19% from 2021-2022
- ☐ Century 21 Real Estate, Gross over 4 million in sales annually
- ☐ Wells Fargo, minimum 40k in sale monthly (exceeding monthly sale goal of 15k)

CERTIFICATIONS

- ☐ Web Development with HTML & CSS
- ☐ Advanced HTML & CSS
- ☐ Flexbox, Grid, & Bootstrap
- ☐ JavaScript for Front-End
- ☐ Front-End Tools & Portfolio
- ☐ JavaScript Programming Bootcamp
- ☐ Web Development Labs
- ☐ JavaScript Development with Node, Express, & MongoDB
- ☐ React Development Bootcamp
- ☐ Web Development Portfolio & Industry
- ☐ Python Programming Immersive
- ☐ Python Web Development with Django
- ☐ QuickBooks 2009, 2010, 2011 Mac or PC training Quicken 2009, 2010, 2011 PC training
- ☐ Complex training U.S.S.B. training B.O.B. training
- ☐ Mobile Banking training T.A.M.U. training
- ☐ Quicken 2005, 2006, 2007 Mac training
- ☐ First level training
- ☐ V-safe training