

Executive Assistant

Enthusiastic, driven self-starter with passion for providing outstanding experiences for internal and external customers through attentive, organized service. Capable of thriving in independent and team-oriented roles, rapidly adapting to new environments, and executing multiple projects. Continually improve processes and systems, demonstrating solid foresight and understanding of organizational goals. Eagerness to learn with robust skill set that easily transfers to government contracting role.

Core Competencies

- ◆ Cross-functional Teamwork
- ◆ Creative Marketing
- ◆ Process Improvement
- ◆ Executive Administrative Support
- ◆ Relationship Building
- ◆ Drafting & Editing Documents
- ◆ Policies & Procedures
- ◆ Hiring & Staffing
- ◆ MS Office Suite

Professional Experience

Evergreene Homes, Millsboro, DE (2/2020 – Present) NEW HOMES SALES MANAGER

Spearhead sales and scheduling for two multifamily communities, meticulously managing records for warm leads generated through internet searches, phone calls, and walk-ins. Create welcoming environment for guests, generate preliminary contracts to smoothly transition buyers to settlement, thoroughly explain complex clauses and financial requirements in understandable terms, and design customized payment and loan schemes. Manage calendars for two communities totaling 55 homes for office team and two field managers with significant additional stakeholder responsibilities, troubleshooting and manipulating appointments effectively to meet fluctuating schedules.

- Helped achieve recognition as Best Multifamily Community by Builders and Remodelers Association (2020).
- Meet or exceed goals by closing average of two home sales per month at each community.

Equity Residential, Washington, DC (9/2015 – 3/2019) | Greystar Management, Houston, TX (12/2012 – 8/2015) LEASING & SALES CONSULTANT

Exceeded expectations for filling available apartments through strategic leasing and marketing initiatives. Delighted customers by rapidly responding to questions and concerns and persistently following up. Orchestrated tours, pitching benefits and clarifying policies for prospective residents. Maintained organized workspace by promptly entering data into database, completing leasing paperwork with incoming residents, and filing documents. Monitored budgets, collected and posted rent checks / deposits, and made daily bank deposits. Trained and mentored new hires.

- Won Houston Top Sales Associate (2014) and DC Metro Top Sales Associate (2017).
- Collaboratively reorganize entire filing system, significantly reducing errors and enhancing customer service.

Beefalo Bob's, Pasadena, MD (3/2012 – 11/2012) EXECUTIVE ADMINISTRATIVE ASSISTANT

Seamlessly balanced priorities between staffing, financial office support, and administrative activities. Conducted phone screening for candidates and onboarding for new hires. Accurately paid bills and updated employee profiles for weekly payroll processing.

- Worked collaboratively to win Top Catering Venue by *Baltimore Business Journal* (2012).

Education & Training

Bachelor of Arts – Business Management, University of Maryland Global Campus, Remote, To Be Completed 2022