

EDUCATION

Various business related courses taken from Colorado University

Associate of Business degree from Front Range Community College

Multitude of Real Estate Educational courses required for Licensure and ongoing Continuing Education

SKILLS AND QUALITIES:

I am a Customer Service Professional with a wealth of experience handling a multitude of customer and business relationship situations. I possess a strong professional presence; am an effective negotiator and routinely use computer and phone systems to perform essential functions of the job at hand. Extensive knowledge concerning phone etiquette and how to perform transfers and holds. In both call center and retail environments, representatives should speak clearly and demonstrate the ability to listen and comprehend customer concerns and questions. Demonstrates competency when it comes to using computers and I understand company software programs and use basic navigational skills to record data and process transactions.