

ROBERT SMITH

Director Of First Impressions

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

A highly skilled individual with years of administrative & customer service experience. A team player, detail oriented, willing to learn and assume additional responsibility. Excellent written and oral communication skills, with superior customer relations skills and Client Relations skills.

CORE COMPETENCIES

Customer Relations, Project Management, Training, Microsoft Office, Communications, Conflict Resolution, Leadership Training, Development

PROFESSIONAL EXPERIENCE

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Keller Williams Realty - July 2016 – Present

Key Deliverables:

- As faxes come in, scan and email to the corresponding agent. Place the original hard copy into the agents mailbox.
- When an agent comes up to you and asks a question, try your best to help them out and make them understand.
- If an agent is teaching a class, assist with any copies or setting up in the training room that they may require.
- Create agent files for any new agents, create new listing file for new listings.
- Order supplies as needed such as any kitchen, cleaning, bathroom or office supplies.
- Create "co-op" letters and have ready for Jimmie Ann to sign before every Friday.
- Send out KPA assessments per team leader or any other agent that needs a KPA sent.

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Rite Of Passage - January 2009 – June 2016

Key Deliverables:

- Assists/monitors residents with the preparation of daytime activities; encouraged good personal hygiene, and behavior appropriate in a detention facility.
- Teaches self-medication skills and when appropriately supervised in medication administration.
- Meet with residents (as needed) on an individual basis to discuss concerns, problems etc.
- Assists/monitors residents in holding dorm meetings and informal discussion groups with peers.
- Handles emergency situations appropriately. Utilizing crisis interventions when necessary.
- Performs daily record keeping (i. E. Data collection, daily logs). Exchange information with the next shift.
- Teaches residents relationship building skills, self-management skills, problem-solving skills, conflict.

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EDUCATION

- Bachelor Of Arts And Science in Political Science - August 2004 to May 2008(Troy University - Montgomery, AL)