

PETER PAN

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Real Estate Property & Community / Home Owner Association Management **Residential Properties • Facilities Maintenance • Tenant Relations**

10+ years' experience in homeowner community building industry...honed strong customer service management expertise with exceptional understanding of ROI optimization and homeowner benefits.

- Expert cultivator of relationships with large industry network nurtured through personal integrity, high principles and clear communication style. Top marks for delivering world-class customer service.
- Experience in marketing, operations, maintenance, administration and improvement activities of residential communities. Seasoned presenter and negotiator of bids, proposals and contracts.
- Comfortable working with ambiguity in dynamic environments. Self reliant and highly organized administrator. Work collaboratively with people of all backgrounds and organizational levels.

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| ✓ Community Property Management & Marketing | ✓ Real Estate Services & Asset Management |
| ✓ Construction Oversight & Grounds Maintenance | ✓ Marketing, Analysis & Reporting / Compliance |
| ✓ External & Internal Relationship Building | ✓ Financial Administration / Contract Negotiations |
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PROFESSIONAL EXPERIENCE

TINKERBELL HOMES, Lost Boys Island, IL ✧ 2011–present

Seventh largest private homebuilder in the US; \$570M in annual sales revenue; "Triple Crown" homebuilding award.

Market Manager

Recruited to take charge of new homeowner community and guide its success from the ground up as the company embarked on massive expansion initiative. Infused high level of professionalism and personal service to previously neglected community, ensuring proper care of properties and customer satisfaction. Market and manage \$1M+ in new homes under construction at any given time. Control the entire sales process from consultation through negotiations and contract delivery. Attend HOA Community Board meetings. Directly manage Community Representative.

- Manage additional assets of \$1.6M in revenue—five finished properties, which were on the market nine months. Moved quickly to sell all five homes in five months in challenging market.
- Deliver superior customer service at every step of the homebuilding process, from showing properties to prospective tenants to sales, construction, warranty and follow-up.
- Maintain the homeowner community and conduct property site visits to ensure proper maintenance and address community needs. Observe and recommend property improvement initiatives.
- Partner with the Community Builder to assure all contractual obligations and customer expectations are met. Provide construction updates to homeowners and follow-up with existing residents.
- Work with Community Developer on various issues including HOA document interpretations, land development, site management, worker/vendor issues, and resident issues.
- Develop quarterly Competitive Market Analysis to determine strengths and weaknesses of competitors and formulate marketing strategies that generate a distinct and enduring competitive advantage.

CAPTAIN HOOK SOLUTIONS LLC, Lost Boys Island, IL ✧ 2010–2011

Electrical contractor of advanced structured wiring and security solutions to residential home building companies.

Business Development Manager

Leveraged in-depth knowledge of the home and commercial building industry to support business expansion with focus on customized residential opportunities and commercial business. Assumed high level of autonomy preparing bids and final proposals and managing projects from start to finish.

- Through concerted prospecting efforts (residential and commercial), strategic marketing focus and product development, captured \$71K increase in sales and service in eight months.
- Achieved 10% increase in customer satisfaction in eight months through direct on-site supervision of project managers, technicians, production managers, site supervisors and administrative team.
- Innovated and integrated two new market-driven product lines provided by Honeywell Security Systems that immediately boosted sales revenue.
- Demonstrated outstanding success in relationship and partner development by contracting two national development companies to test market products—Home Properties and Toll Brothers.

TINKERBELL HOMES, Lost Boys Island, IL ✦ 2009–2010

National home builder and subsidiary of MDC Holding, Inc., a Fortune 500 company and leader in a \$250B industry.

Sales & Marketing Representative

Hired to market 2 homeowner communities in various stages of development. Marketed and managed the pre-sales of land/home packages and oversaw the construction design/build of the model home.

- Enjoyed immediate profitability and met/exceeded standards across all metrics—sales, on-time settlements, customer satisfaction, lender capture rate, inside home loan process, community management and contract compliance. Achieved 118% of sales goals and the highest volume of sales in the division.
- Earned 98% customer satisfaction rating demonstrating exceptional client focus and quality service.
- Awarded "Sales Person of the Month" for sales, leadership and teamwork with the Design Center.
- Expanded and nurtured strong and sustainable relationships with realtors, brokers, industry leaders and the community to enhance market awareness and drive long-term business development efforts.

XYZ, INC., McLean, VA ✦ 2002–2008

Premier luxury model home builder and real estate development company.

Senior Sales & Marketing Representative

Swiftly advanced through training in 6 months to sell planned community packages to sophisticated buyers throughout Northern Virginia. Qualified prospects, showed properties and guided buyers through the entire sales and settlement process. Coordinated marketing and community development activities.

- Earned 95% "would recommend" rating and 92% customer satisfaction rating.
- Delivered 130% of sales goal and received annual President's Club Awards throughout tenure.
- Helped position NVR as the dominant player in the region, averaging 30 homes sold and settled with \$18M in sales revenue per year.
- Sold a record ten homes in one weekend.

Prior positions in Sales and Management at Nordstrom, Inc.:

- *Multiple Pace Setter awards; #1 & #2 rankings; top sales revenue.*
- *Sold \$10K in one day to single customer through resourcefulness and world-class service.*

EDUCATION | PROFESSIONAL DEVELOPMENT | TECHNOLOGY

BFA, NEVER GROW UP UNIVERSITY, Lost Boys Island, IL

Selected Professional Development Courses:

Managing Expectations & Motivating Your Team • A Winning Team—Sales, Service & Empowerment • New Home Sales in a Tough Market

MS Word, Excel, Outlook • Linux OS • Dream Builder Sales Management • GroupWise Mail • QuickBooks

COMMUNITY INVOLVEMENT

Red Cross Volunteer—*served in temporary camp for 2 weeks post Hurricane Hugo.*
SERVE development and volunteering organization • Fellowship in Serving Humanity (FISH)
Neighborhood Watch Block Captain • PTO and church community organizations
Current Treasurer and campaign support to District Representative on the County Board of Supervisors