


HENRY EVANS

Real Estate Executive Assistant

CONTACT

h.evans@email.com 

(123) 456-7890 

Fort Wayne, IN 

[LinkedIn](#) 

EDUCATION

Associate Degree in Science
in Real Estate Management

Ball State University

2018 - 2020

Westfield, IN

SKILLS

Salesforce

Google Workspace

Asana

Slack

Dotloop

Zillow

QuickBooks

Mailchimp

Matterport

Klipfolio

WORK EXPERIENCE

Real Estate Executive Assistant

The Mike Thomas Associates

2020 - current / Fort Wayne, IN

- Implemented Asana to **track and meet critical deadlines for 117 property listings and closings, achieving a 98% on-time completion rate.**
- Developed a standardized Dotloop process for contract management, eliminating missing or incorrect data by 31%.
- Facilitated the transition of property data to Zillow's new 3D Home feature, attracting 54% more inquiries for premium properties.
- Coordinated with photographers and staged 82 properties for Matterport 3D tours, which accelerated the sale process by 19 days per property.

Customer Service Representative

OneMain Financial

2018 - 2020 / Evansville, IN

- Handled 138 daily customer accounts using Salesforce, leading to a 97% customer satisfaction rate.
- Redesigned the appointment scheduling process, allowing officers to handle 48 additional monthly client consultations.
- Created a Slack bot for instant customer feedback analysis, which identified key service issues 34 minutes faster than traditional methods.
- Leveraged Mailchimp to send birthday and anniversary greetings, **boosting customer satisfaction scores by 12%.**

Data Entry Clerk

Dormakaba

2017 - 2018 / Westfield, IN

- **Managed and updated a database of 11,277 customer records in Google Workspace,** prioritizing data integrity and confidentiality.
- Supported the planning and organizing of 18 corporate events, receiving positive feedback from participants for successful execution.
- Accurately entered and managed 16,415+ financial entries in QuickBooks, ensuring up-to-date financial records.