

### Summary

Experienced real estate professional with expertise in business start-up and management, valuation, sales, marketing, client retention, and construction seeking a challenging position in the real estate industry where I can leverage my unique market knowledge and experience

### Education

- Arizona State University, BS, Business Administration – December, 2006
- Arizona State University, Master of Real Estate Development – May, 2008

### Licenses/Accreditations

- Certified Residential Appraiser, Arizona License #21179
- Arizona Real Estate Brokers License – December, 2007
- Leadership in Energy and Environmental Design – Accredited professional (LEED AP), 2008

### Experience

**Hometown Real Estate Appraisers, Inc. – Owner, Appraiser** – 2/2003 to Present Phoenix, AZ

- Plan and implement business start-up, resulting in over \$300,000 in gross revenue the first year of operation
- Manage a small business, learning “on the fly,” including day-to-day operation and supervision of up to four employees
- Network with prospective clients to build relationships and manage accounts
- Identify and capitalize on unique niche clients, such as divorce, estate, and REO appraisals, resulting in less overall competition
- Perform appraisals based on FHA, VA, Fannie Mae, and Freddie Mac sales, lending and appraisal criteria
- Reconcile accounts and payroll of Hometown Real Estate Appraisers, Inc
- Study and use extensive Internet marketing techniques, including pay-per-click advertising, resulting in a 20% increase in business over a one year period.

**Keller Williams Realty Sonoran Living – Realtor** – 8/1999 to Present Phoenix, AZ

- Manage day-to-day operations of “Team Heynen,” a 16-member real estate sales team, resulting in the highest total sales in the company
- Design marketing plans for individual residential properties and general marketing plans for overall team exposure
- Negotiate contracts for both single and multiple properties, including builder representation, resulting in increased listings
- Manage multiple buyer and seller clients concurrently, increasing sales volume
- Develop knowledge of general residential real estate lending practices to advise clients with financial questions

**Intel Corporation – Manufacturing Technician**– 12/1995 to 10/2000 Phoenix, AZ

- Identified and made daily shift production goals and reported successes and failures to management
- Trained new and cross-functional employees in several functional areas of the fabrication plant

**Bailey Construction – Assistant to Owner** – Intermittently as needed Monmouth, IL

- Gained general knowledge of the construction industry—building/renovation process of custom single family homes
- Read and interpreted construction documents for both the construction and cost-estimation processes
- Gained a working knowledge of building code as required for the construction process
- Worked with several cost-estimation tools for calculating construction estimates
- Identified the opportunity for use of sub-contractors; negotiated and supervised subcontractors hired

### Professional/Academic Associations

- Urban Land Institute – Young Leaders Group
- National Association of Industrial and Office Properties – Developing Leaders
- Appraisal Institute – Associate Member (Pursuing MAI Designation)
- Lambda Alpha International Student Association – Secretary 2007-2008
- National Association of Realtors – Southeast Valley Association of Realtors
- International Car Wash Association – Associate Member