



**Giocanda
Miami, FL**

OBJECTIVE:

To further my growth in the workplace, putting my work experience and people/team skills to the advantage of this institution

PROFESSIONAL EXPERIENCE

**REAL ESTATE SALES FORCE, Real Estate Co.
Rental Specialist – Part Time**

**Coral Gables, Florida
October 2010- Present**

- Educate and inform prospective buyers of current market requirements to purchase REO and Short Sales properties
- Negotiate contracts between buyer and sellers
- Prepare Lease Agreements and Sale and Purchase Contracts and applicable Addendums
- Create and post Ads in several real estate web sites in a daily basis
- Ensure the continuity of adverting on Internet and social media to increase the production of new leads
- Help prospective sellers determine the market value of their property by preparing a CMA
- Provide tips to help sellers stage their properties so that it will appeal to buyers
- Work as a liaison between prospective buyers and Mortgage Brokers and/or Lenders

**URBANIZA REALTY, Real Estate Co.
Realty Operations Assistant/Broker Assistant**

**Coral Gables, Florida
January 2010-October 2010**

- Provided sales support to broker/owner including showing properties
- Created and organized marketing material with broker to ensure constant exposure
- Coordinated all closings to ensure continuity and good communication between client and agent
- Prepared and reviewed sales contracts, addendums and pertinent documentation for closing.
- Worked as a liaison between customers and lenders, title companies, appraisers and brokers
- Proactively assisted new and existing customers by providing accurate and timely information about the company's services and listings for sale or rent
- Listings maintenance including MLS input and web site management
- Ordered office supplies, prepared broker weekly expense reports and Petty Cash

**THE BANK OF MIAMI, Commercial R.E./Special Assets
Commercial Lending Assistant**

**Coral Gables, Florida
August 2007-October 2008**

- Prepared C.O.T (Credit Offering Ticket) and Commitment Letters for new/renewal loans
- Provided customer service over the phone and in person to clients inquiries
- Coordinated meetings, managed and maintained executives weekly schedules
- Acquired all necessary documentation from the customer for the closing of Commercial and SBA Loans
- Cleared closing contingencies for new & renewal loans
- Performed research and gathered data from the Internet to include in the loan processing
- Obtained, reviewed and analyzed collateral and borrower information and reports as financial statements, income tax returns, insurance policies and advised financing officer if corrective or follow up action was necessary
- Supported special assets manager in workout meetings with borrowers regarding past due loans and translated conversations with Hispanic customers (English and Spanish)
- Prepared periodic commercial real estate financing reports for internal use, Executive Management and Board of Directors
- Gathered all necessary documentation that should be included in the special assets/workout files used in a legal court by the bank attorneys

**FIAD & ASSOCIATES, Real Estate & Mortgage Co.
Office Manager**

**Miami –Florida
March 2004 – August 2007**

- Assisted president and vice-president in all daily operations
- Prepared agendas and kept calendar
- Submitted and processed residential mortgage loans with lenders until successful closing
- Supported brokers at sales presentations and property showings
- Assured efficient customer service by evaluating customer satisfaction and establishing specific services

- Coordinated new employee recruitment process, led new employee orientation and trained team members in company's policy, computer system and software programs
- Prepared monthly petty cash report, ordered office supplies and managed Pitney Bowes
- Managed accounts receivable and coordinated accounts payable

PROFESSIONAL EXPERIENCE - Cont.

CAMPER & NICHOLSONS, Yachting Brokerage Co. Executive Assistant

**Miami Beach-Florida
June 2001-March 2004**

- Provided sales and administrative support to company's brokers
- Prepared agendas and travel arrangements for sales staff (four brokers)
- Maintained and distributed staff weekly schedules
- Worked as a liaison between branch offices located in the U.S. and Europe
- Assisted high net worth clients by providing information and status of their listings for sale
- Fielded worldwide calls and email inquiries regarding company's services and listings for sale
- Assisted top sales brokers with new listing contracts and followed through the entire marketing and sales process
- Updated all listings published on the internet and kept updated yacht photo database
- Supported sales team at Miami and Ft. Lauderdale international boat shows and marketing events

LICENSES / CERTIFICATIONS

- Florida Licensed Real Estate Sales Associate since 2006

LANGUAGES

Bilingual in English and Spanish

COMPUTER SKILLS

- Proficient in AS400 (Jack Henry), Encompass, Calyx Point, MLS
- Proficient in MS Word, Excel, Power Point, Outlook and Internet
- Type 50 wpm

OTHER QUALIFICATIONS

- Highly organized, detail-oriented, self-starter.
- Fast learner with the ability to multitask
- Excellent interpersonal, communication and prioritizing skills
- Professional and friendly demeanor with clients in person and over the phone