

ARLENE CAASI
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SUMMARY

Experienced in managing sales processes resulting in high customer satisfaction and 100% document compliance. Highly motivated and detail oriented with exceptional communication, organizational, and sales skills.

EDUCATION

- De Anza College
Completing course requirements for A.A in Real Estate and Broker License, 2006-Present
Completing course requirements for Certification of Accounting, 2008-Present
- San Jose State University, San Jose, CA
Completed course requirements for General Education, 2005

ACADEMIC PROFILE

- Real Estate Property Management, Financial Accounting, Legal Aspects of Real Estate, Real Estate Finance, Real Estate Economics

PROFESSIONAL TRAINING AND CERTIFICATION

- California Real Estate Salesperson's License, 2005 – *License Number # 01489023*
- Internal Professional Training Provided by Toll Brothers – Successfully Completed, 2007
- Certificate of completion of Real Estate Practice, 2005
- Certificate of completion of Real Estate Appraisal, 2005

PROFESSIONAL EXPERIENCE

Toll Brothers, San Jose, CA

New Home Sales Associate

April 2007 – Present

Managed daily operations, sales, escrow and loans for a high density, new home community, consisting of town homes and condominiums.

- Received an extremely high level of customer satisfaction rating based on homeowner surveys.
- Successfully managed escrows, loans, construction and or sales with customer disputes providing solutions agreeable and to the complete satisfaction of customers.
- Accustomed to working in a fast paced environment with the ability to think quickly, organize, and prioritize a workload.
- Responsible for weekly corporate reports and continually meet its' deadlines.
- Design and implement all direct on-site and off-site marketing.
- Coordinate homeowner construction walk inspections, builder option selections, and other meetings.
- Maintain and organize homeowner files with all corresponding activities.
- Conduct weekly inspections of the physical operations of the grounds, exterior buildings, and model homes.
- Perform all administrative duties: file, copy, fax, answer and direct all phone calls to appropriate parties.
- Report to three levels of upper management.

New Homes Professional, Dublin, CA

April 2006 – April 2007

New Homes Sales Assistant

Responsible for managing the community sales office and backlog when needed while providing sales and administration support for major builders.

- Toured potential buyers into the marketed models and home site location resulting in an increase in sales.
- Worked alongside some of the industries top producers increasing my awareness for the buyers and my ability to help buyers purchase a home.

- Successfully managed backlog and communication with buyers in escrow.
- Assisted major builders such as: KB Home, Toll Brothers, Pulte Homes, Braddock and Logan, and Pacific Marketing Group.

Appleone Staffing Agency, Santa Clara, CA
Colliers International Palo Alto, CA

Dec 2005 – April 2006

Portfolio Management Administrative Assistant

Provided and assisted with asset management of major Silicon Valley Businesses. Responsible for the preparation of tenant leases, invoices for account payables, vendor service contracts, monthly financial reports, and tracking insurance documentation.

- Demonstrated success in managing accounts while maintaining high standards for conduct and performance
- Dispatched vendors to appropriate sites needing customer care or building maintenance
- Assisted in routine inspections of properties to ensure regulations, permits, and satisfaction of buildings are met.
- Maintained report production; copying, binding, and sorting, and organized highly confidential documentation.
- Oversee incoming and outgoing correspondence

ADT Security Systems, Pleasanton, CA

July 2005 – Dec 2005

Residential Representative- Outside Sales

Responsible for the deployment and sales of security systems.

- Collaborated with major businesses to generate the best system to fit customer's needs
- Developed strong sales and communication skills
- Demonstrated ability to meet and exceed customer requirements.

Sears Roebuck, San Jose, CA

Sep 1999 – Jul 2005

Sales Consultant

Effectively supervised a workgroup and consistently maintained the ongoing relationship with our customers in a fast paced sales environment.

- Implemented systematic processes improving productivity and efficiency of workgroup while utilizing my leadership skills.
- Received recognition and awarded for outstanding sales performance and ability to effectively motivate and lead workgroups.
- Responsible for maintaining effective inventory management of all major products sold in department.

COMPUTER SKILLS AND ABILITIES

Proficient in MS Office including Word, Excel, Outlook, Internet Explorer,
 Excellent written and verbal communication skills, with an eye for detail
 Extremely productive in high volume, high stress, environment
 Excellent interpersonal skills, phone manner, and office etiquette.
 Self starter with a can do attitude

PROFESSIONAL REFERENCES

Available upon request