

**Lorie J. Pate**  
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Dynamic, results-driven, customer relations manager with a 20+ year record of experience and demonstrated success building revenue growth while producing sales in highly competitive markets. Organized, able to take systematic notes, and have the ability to work in a fast paced environment while following instructions. Motivated and enthusiastic about developing good relations with clients and securing customer loyalty. Effective working alone or as a team member. Ability to apply trained skills quickly and with accuracy.

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**KEY STRENGTHS:**

Proficient in using Microsoft Office Suite/Windows Vista/Mac Operating systems; Collections & Account Management; Escapia Software; Team Leadership & Coaching; Certified ISO 9001:2000 Auditor

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**Berkshire Hathaway Home Services**

**Individual Agent (11/17-Present)**

Prepared of contracts, closing statements and purchase agreements, accompanied buyers during visits to properties while advising them on the suitability and value of the homes they were looking at based on current values of market conditions, advised sellers on how to make homes more appealing to potential buyers, evaluate mortgage options to help clients obtain options at the best rates and terms. Performed CMAs, promoted sales of properties through advertising and cold calling.

**Turnkey Vacation Rentals (01/17-8/17)**

**Operations Specialist**

In my role as Field Operations Specialist, I inspect homes from Destin to Panama City to ensure our company has a positive impact on the short-term rental industry. I complete field operation daily work orders and any small maintenance issues requiring onsite visits and work at TurnKey homes. I strive to achieve high inspection ratings on a consistent basis for every home we have on our rental program and assist guests with any issues that may arise during their stay. I also onboard new rentals with full details into our company system as well as manage any after hour on call needs for the guests. I assist guest in making reservations and booking resort rentals from Okaloosa to Panama City using Escapia software, WIKI support and Expensify as travel management for personal travel to check on guest issues.

**Q Tile & Q Studio**

**Operations Manager (06/13-08/16)**

Manage operations of two store locations. We sell approximately 30 lines of medium to upper tile lines, lighting that is original design by the owner and other lighting lines that can be customized to tailor to your needs. Answer any incoming calls and maintain relationship with clients and vendors. I enter Quickbook records regarding Invoicing, Create, process and track

purchase orders, Accounts Receivable/Payable, Daily & Monthly Sales Reports. Maintain and organize work within interior design and construction. Maintain records of orders and inventory. Weekly contact with contractors is required to make sure the work is running smoothly and on time and that all work is followed per drawings of tile layout. Oversee all aspects of the planning, implementation and tracking of projects from origination to completion.

#### **Naturewalk**

##### **Office Manager (5/12-6/13)**

Met and greeted clients that came in show homes. Walked through the houses with the clients and agents to learn key concepts in sales. Assisted agents with paperwork and closing documents. Staged and made sure show homes were in great condition for viewing. Kept weekly visitor reports and ordered supplies as needed. Maintained and evaluated cleaning crew for cleanliness of model homes. I was also on the CDD board of directors for the development for 2 years.

#### **Tommy Bahama**

##### **Sales Associate (05/12-05/13)**

Build relationships with clients and provide the best service possible to meet their clothing needs.

#### **White House Black Market**

##### **Lead Sales Associate (07/11-5/12)**

Performed opening and closing duties as a key holder. As a Lead Sales Associate, I surpassed monthly sales of over \$60,000 and provided the best customer service throughout the entire shift. Acted as Manager for 2 months until replacements were hired for the manager and assistant manager positions. Managed clientele records, setup visual displays for store from corporate display books and performed operational duties from banking to inventory maintenance.

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#### **EDUCATION:**

**University of Mississippi**

**Management & Marketing**

**Arkansas State University**

**Economics & Finance**

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#### **LICENSED REAL ESTATE AGENT**

**In the process of obtaining CAM License**

**REFERENCES UPON REQUEST**