

# Jaime H Osborne

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## Objective

- To provide dedicated and highly organized business professionalism with a versatile administrative support skill set developed through experience as an Office Manager, Administrative Assistant, Sales Representative and Deeding / Contracts Coordinator.
- Excelling in resolution of daily challenges with innovative solutions, systems and process improvements proven to increase efficiency, customer satisfaction and the bottom line.
- I possess excellent interpersonal communication and relationship building skills. Listen attentively, communicate persuasively and follow through diligently.

## Useful Tools & Skills

- Accounts Payable / Receivable Experience
- Reports, Documents & Spreadsheet Creation
- Records Keeping, Deeding and Title Processing
- Software Knowledge – Proficient with Microsoft Office Suite, dotloop, Delphi and Reservation software such as Property Plus, RNS, 3GL and AS400.
- Team building, Supervision and Effective Training
- Type 50+ WPM
- Florida Real Estate License
- Florida Notary

## Accomplishments

- Produced a tracking module which allows verification offices to track sales contracts from closing all the way to through the deeding process.
- Collected over four million dollars in past due maintenance fees and tax accounts.
- Appointed to the UK sales team for continued success in providing sales from UK clientele.
- Consistently exceeded sales and customer services quotas 10-20%
- Awarded the million dollar ring for producing over a million dollars in sales volume in less than a year.
- Obtained and maintained Florida Real Estate License 2003 and Florida Notary 1999 without any complaints or disciplinary actions.
- Passed all FBI inspections in order to obtain a Florida Real Estate License.

## Education

IFREC Real Estate Schools, Orlando, FL – Appraisal Course	August 2006
IFREC Real Estate Schools, Kissimmee, FL – Real Estate Course	December 2002
University Of Wyoming – 1 Year	September 1996
Rock Springs High School, Rock Springs, WY – Graduated - Diploma	May 1995

## Licenses

Florida Real Estate License  
Florida Notary

## **Work Experience**

### **Administrative**

#### **Clarks Companies North America, Lone Tree, CO 80124**

**Position** – Assistant Manager

August 2014 to January 2015

**Responsibilities** – Managerial support with daily store operations. Scheduling and payroll maintenance. Reporting to the District Manager and corporate contacts. Inventory, shipping and receiving. First class sales and customer service.

#### **The Caribe Hotels, Orlando, FL 32821**

**Position** – Sales Associate / Administrative Assistant

February 2014 to August 2014

**Responsibilities** – Administrative Support to three Senior Sales Managers. Create contracts and proposals for room blocks and conventions ranging from several thousand dollars to several million dollars. Arrange reservations and amenities for VIP guests and schedule site inspections. Processing sales and expense reports for the Sales Managers. Arrange shipping of materials to the Sales Managers while they are on business trips. Helping facilitate 1<sup>st</sup> class customer service between the client organization, Sales Managers, Reservations Department and Convention Services Department. File maintenance and storage.

#### **Gemini International Vacation Villas, Kissimmee, FL 34747**

**Position** – Office Manager / Administrative Assistant

April 2007 to June 2013

**Responsibilities** - Reported directly to the President. Schedule meetings, plan events, arrange meetings. Oversee daily operations. Correlating the cleaning and maintenance of fifty short term vacation rental homes. Hire and organize subcontractors as well as oversee upgrades and rehabilitation of the short term rental homes. Entry and maintenance of reservations into the reservation system. Provide reports to company owners and cleaning teams. Accounts payable and receivable. Bring in new management contracts and booking sources. Customer Service for guests and homeowners. Records keeping and storage.

#### **Keller Williams Realty, Celebration, FL 34747**

**Position** – Realtor

May 2006 to June 2013

**Responsibilities** - Assist buyers and sellers in reaching their goal whether it be finding the perfect home or selling their existing home. Make the buying / selling process as simple as possible for clients by providing the most up to date knowledge and skills.

#### **Smith Contracting, Pool and Patio Services, Kissimmee, FL 34747**

**Position** - Administrative Assistant to the owner of the company

August 2004 to June 2013

**Responsibilities** – Reported directly to the owner of the company. Planning meetings and arranging travel itineraries. Scheduling of jobs and delegating among the employees. Accounts payable and receivable. Customer Services to clients. Bring in new contracts and projects. Record keeping and storage.

#### **Quiktrack – United States – Orlando, FL and surrounding areas**

**Position** – Field Auditor

April 2002 to December 2002

**Responsibilities** - Provide field inspections, verifications, and inventory auditing services for the equipment leasing, commercial lending, wholesale credit and floor plan financing industries.

#### **Oasis Lakes Resort – Lake Eve Development, Orlando, FL**

**Position** – Deeding Coordinator / Contract Processor

May 1998 to June 2000

**Responsibilities** - Prepare and dispatch deeding packages to the escrow agent and then to the owners. Created sales contracts and documents then perform closing with new purchasers. Record keeping

## **Sales**

### **Vacation Village Resort / Calypso Cay Resort / Westgate Vacation Villas, Kissimmee, FL**

***Position*** – Sales Representative

December 2002 to May 2006

***Responsibilities*** - Frontline and In-house sales. Sold 1<sup>st</sup> Class resort condominiums and upgraded existing owners to newer condominiums.

## **Credit & Collections**

### **Summer Bay Resort / Orange Lake Country Club, Clermont – Orlando, FL**

***Position*** – Account Services Rep / Maintenance Fee Collection Manager June 2000 to April 2002

***Responsibilities*** - Collect past due mortgage payments, maintenance fees and taxes. Skip tracing. Account auditing. Provide reports of delinquent accounts brought current to upper management teams. Update client records.