

# Laura Taylor

## OBJECTIVE

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To use my skills and experience to work as a team player and produce results.

## SKILLS

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Microsoft Windows - Excel, Power Point, Word and Outlook, Email, Excellent Customer Service Skills and Customer Relations, Essentus Operating System. PKMS Warehouse Management System, FACTS Warehouse Management System, Yardi Property Management System, Retail Sales and Inventory Control Systems. Retail Staff Management, City and State Applications and Licensing Processing, Budget Creation and Control, Sales Projections, Bilingual Customer Service Liaison, Social media Control, Systems Implementation and Employee Oversight.

## PROFESSIONAL EXPERIENCE

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Jan. 2008 – July/2013 H2O Extraction Services Group, Inc.  
(salary \$15/hr)

Boulder, Co  
(Home Office in Miami, FL)

### ***Customer Service Specialist and Employee Scheduler***

- Answered all incoming calls from clients, staff and insurance companies. Provide clients with basic company information, services offered, pricing, insurance and billing options, schedule estimates and handled all customer special needs and concerns coordinating with owner and staff members.
- Liaison between customers, extraction staff and owner.
- Provided job assignments for 3 employees on a daily basis.
- Processed all customer billing for company and processed insurance claims for clients.
- Coordinated all large commercial customer needs and services with owner.

Sept. 2007-Dec .2008 Background Information Systems  
(salary \$12.50/hr)

Boulder, Co

### ***Background Checker and Rental Verification Specialist***

- Processed personal background checks for potential employees for local business, school districts and police departments as well as several other Colorado based companies.
- Processed residential rental applications and personal background checks for local property management clients including verifying previous rental history, personal references, previous lease completion obligations and or complaints from previous landlords for potential new renters.

July. 2005-Sept.2007 Fowler Property Management  
(salary \$28,000/yr)

Boulder, Co

### ***Property Marketing and Leasing Consultant***

- Personally schedule and show various properties to potential tenants.
- Consult with potential tenants on what sort of budget, lease terms, and different types of housing available and what may best suit them for their individual needs and requirements.
- Walk clients through all paperwork and financial dealings during lease signings.
- Implement successful marketing strategies for current and upcoming rentals by analyzing market trends and using different advertising mediums such as marketing portfolios, online ads, educational fairs, affiliate housing aids, news papers, social media and face-to-face marketing.
- Liaison for all aspects of “in-house” management including rental verification, HOA management, maintenance and property owner consultation.

1995- Oct. 2004 Perry Ellis International

Miami, FL

Perry Ellis International, Inc. (Supreme International)  
(salary \$45,000/yr)

designs imports and markets men's sportswear, & accessories to all levels of retail distribution, throughout the United States and Puerto Rico.

### ***Administrative Assistant for Vice President of Sales***

- Prepared all travel, expense reports, meetings, schedules and event planning for VP, and clients.
- Traveled with Vice President and sales staff to clothing shows around the United States and Puerto Rico.
- Budget creation and control for the Bottoms Division, \$60 million yearly in sales.
- Weekly sales reports including selling versus planned sales, gross margin recap, inventory control, and weekly projected sales updates.
- Planed and coordinated in-house and outside sales meetings and events across the Country

1997-2002

***Allocations Specialty Store Division***

- Responsible for overseeing the processing of all orders for a specialty division with \$10 million in sales.
- Worked with the credit, order entry and Edi (electronic order receiving) and billing departments to insure orders were approved and processed in a timely manner.
- Allocated, prioritized and instructed the order coordinators in the warehouse for processing and shipping.
- Coordinated communications between all departments and Customer Service.
- Managed 1 Customer Service Representative/Personal Assistant.

1996-1997

***Customer Service Representative***

- Answered all Customer Service calls on 3 toll free numbers for United States and Puerto Rico based clients.
- Provided shipping information, wrote phone orders and coordinated special requests with the Allocations Department.
- Customer returns including paper work, authorizations, and spreadsheet logs.
- Provided reports for Account Executives and upper management including inventory reports and customer analysis reports. Created and managed price lists and inventory availability spreadsheets.

1995-1996

***Sample Room Coordinator***

- Shipping and receiving all packages for the Company.
- Responsible for receiving logs, sample request forms, and all administrative duties for the Sample Division.
- Supervised 3 Sample Room warehouse workers.
- Traveled to shows around the country, set up displays and marketing presentations for 5 major clothing lines.

LANGUAGES

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English and Spanish

EDUCATION

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1998	University of Miami, Miami Fl
1993	Coral Gables High School (GED), Miami, FL

PERSONAL AND PROFESSIONAL REFERENCES

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1. Yasser (Jason) Guardarrama 305-484-3114 previous employer.
2. Emily Brandt 720-291-1229 previous work colleague and friend for 6+ years
3. Elise Podwill 303-449-5138, friend for over 20 yrs.

LETTERS OF RECOMMENDATION

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1. Yasser Guardarrama, Owner, H2O Extraction Services
2. Ryan Snyder, Manager at Fowler Property Management



**H2O Extraction Services Group, Inc.**

To Whom It May Concern:

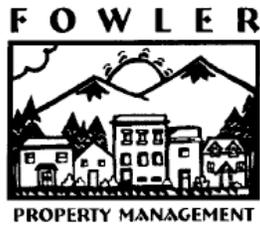
Laura Taylor worked for me at my Water Extractions Company for almost 5 years. She has been a wonderful asset and a greatly valued employee, always willing to do anything needed at any time, extremely personable, reliable, loyal and very well organized. She has always been just a very bright, enthusiastic person. She is a creative problem solver and a true team player and wonderful staff leader. She works well under pressure and is very skilled at handling and defusing stressful situations or conflicts with both employees and customers. I strongly believe she would be a huge asset to any organization. She has been my right hand go to person for just about everything for several years now and I would highly recommend her as a valued employee for any organization.

Unfortunately, we are in the process of closing this business and focusing on our Fire Mitigation Company solely. My business partner and my key extraction leader have decided to retire and we have had to consolidate our staff and we are no longer in need of an out of state insurance processer or staff and customer liaison.

If you have any questions regarding her employment, please feel free to contact me anytime.

Regards,

Yasser Guardarrama,  
Owner – 305-484-3114



To Whom It May Concern:

Laura Taylor worked for Fowler Property Management in the leasing department from July 2005 through September 2007. She was a very hard worker that took a lead role in the leasing department.

She used her very personable and successful customer service skills as a leasing agent, taking leasing calls and showing properties. Her sales skills allowed her to be the most successful agent in the department.

She was also able to utilize her exceptional organizational skills to maintain our rental database and organize the numerous advertisements that we constantly take in and out of numerous newspapers, websites, etc.

Unfortunately we have overhauled our leasing department and are no longer carrying full time agents. I would recommend Laura as a team member to any organization and I know she would be a valuable asset.

If you have any further questions regarding these matters please call me at 303-443-6064 x108.

Sincerely,

Ryan Schneider

A handwritten signature in cursive script that reads "Ryan Schneider".

Property Manager  
Fowler Property Management

TELE: 303-443-6064

FAX: 303-545-1784

WWW.FOWLERRENTALS.COM

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