

TOYA R. TURNER, CSP

AREAS OF EXPERTISE

- Demonstrated success in developing web sites using various HTML editors and effectively created advertising, marketing, editing, and flyer design abilities.
- Efficiently coordinated Real Estate transactions; prepared, drafted and negotiated purchase and sale contracts. Guided buyers through entire purchase process.
- Highly motivated, outgoing, dedicated performer with excellent customer service, communication, presentation, and negotiation skills.
- Accomplished office and project manager with high level of confidentiality and professionalism.
- Professionally trained in Microsoft Office Suite (Word, Excel, PowerPoint, Access, Outlook, FrontPage and Publisher) and advanced knowledge in Adobe Acrobat and miscellaneous database programs, including R.Base, DB Metrics, and HP 3000.
- Provided professional expertise on products, features, advantages, and benefits to prospective buyers of company products and services.
- Initiative to plan, project, and follow through with efforts.

PROFESSIONAL EXPERIENCE

CAMBRIA HOMES, LLC – BELLEVUE, WA

February 2008 to September 2008

Community Sales Associate

Under minimal supervision, provided all levels of transaction coordination; prepared, drafted, and negotiated purchase and sale contracts. Guided buyers through entire purchase process. Effectively communicated company products, services, features, advantages, and benefits to prospective buyers. Coordinated property closings. Promoted community sales through advertising. Compiled and tracked weekly reports, including traffic, sales and community competition. Ensured sales services fulfillment through follow up communication and computer tracking service. Provided appropriate neighborhood community information. Greeted and qualified prospective buyers to determine viability. Prepared prospective new home buyer packets. Resolved buyer/homeowner problems. Provided various administrative and support functions.

Key Contributions:

- Successfully represented both buyer and seller in purchase and sale negotiations.
- Conferred with escrow companies, lenders, and home inspectors, to ensure that terms and conditions of purchase agreements are met prior to closing dates.
- Researched/ Studied competition listings and became local neighborhood expert for builder community.
- Managed listings through the Northwest Multiple Listing Service.

GREEN RIVER COMMUNITY COLLEGE – AUBURN, WA

March 2003 to February 2008

Program Coordinator

Personally provided information and technical assistance to program participants, staff and clientele. Independently resolved and monitored problems/concerns of clientele. Coordinated workshops, classes, business travel, seminars, and scheduled meetings for department staff. Planned, executed and processed all required documentation necessary for grant proposals insuring deadlines were met. Tracked and maintained loan status of all department clientele. Managed day-to-day operations for entire department. Responsible for all department website maintenance. Monitored and coordinated all daily activities of all staff members. Created accurate marketing materials such as, brochures, schedules, and flyers. Conducted market research, analyzed resource materials and referrals for accuracy. Authorized and directed work of others and coordinated activities and services of work study participants.

Key Contributions:

- Prepared and processed comprehensive business reports by running monthly and quarterly data reports required for compliance with multiple grant funding sources.
- Wrote and edited training and promotional materials, correspondence, presentations, and reports for department.
- Record Management - tracked and managed all confidential client files.
- Increased efficiency of department by successfully developing new systems and procedures.

GREEN RIVER COMMUNITY COLLEGE – AUBURN, WA

March 2000 to February 2003

Client Information Specialist

Successfully implemented, designed, maintained, and solely managed department Intranet site. Assisted with weekly department website updates for main GRCC website. Maintained course, program and schedule content in HP 3000 database and scheduling spreadsheets. Created and maintained marketing materials, such as program brochures and class schedules. Assisted with program support for Information Technology Department, Skillstream.

Key Contributions:

- Collected payments, provided receipts, logged all cash transactions, and prepared all bank deposits.
- Addressed student and client concerns and questions, providing remedial action.

RAMCO CONSULTING SERVICES, INC. – FIFE, WA

June 1999 to February 2000

Operations Coordinator

Worked under minimal direction, solely responsible for all course information. Assisted with class and instructor scheduling. Responsible for adding course and schedule information into databases. Managed all courseware inventory. Solely responsible for ordering, receiving, and delivery of all courseware materials. Responsible for updating company Intranet. Provided extraordinary customer service to all students and clientele.

Key Contributions:

- Primarily responsible for maintaining and supporting rental space contracts and customized classes.
- Increased revenue by providing program sales and promoting new products.
- Oversaw training material preparation.

RAMCO CONSULTING SERVICES, INC. – FIFE, WA

June 1997 to June 1999

Courseware Specialist

Responsible for printing all courseware training manuals. Managed all courseware electronic and paper files. Delivered courseware materials when needed. Made collection calls; keeping Account Receivables current. Handled all levels of customer service.

Key Contributions:

- Managed all business accounts and approved vendor invoicing.
- Ensured courseware inventory levels and orders were up to date and complete.

LICENSING AND CERTIFICATION

State of Washington Licensed Real Estate Agent – GREEN RIVER COMMUNITY COLLEGE, Auburn, WA (2007)

Certified New Home Sales Professional (CSP) – MASTER BUILDERS ASSOCIATION OF KING AND SNOHOMISH COUNTY, Bellevue, WA (2008)