

Iryna Lazauskas

St Petersburg, Florida 33708

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Business Professional who has 15 successful years of Real Estate Sales and Excellent Customer Service, a master's degree in Economics from the Kyiv Institute of Trade and Economics, Ukraine, and an MBA from the University of Tampa.

- Strategic thinker, results-oriented, self-starter who is motivated by the completion of difficult tasks and confidently capable of responding to changing circumstances and making decisions under pressure.
 - A positive team member adept at working with people of diverse backgrounds in large groups, small groups, and individual settings.
 - Connect with other people, engage in out-of-the-box thinking, and quickly adapt to new priorities or problems.
 - Strengths center in sales, customer service, dedication, enthusiasm, and motivation, analysis, and problem-solving.
 - **Multilingual:** English | Ukrainian | Russian
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SUMMARY OF QUALIFICATIONS

- Extensive sales experience
- Detailed and service-oriented mindset
- Strong analytical problem-solving with demonstrable conceptual thinking
- Creative, collaborative, and extremely disciplined worker, able to fulfill all job functions
- Excellent organization, prioritization, and decision-making skills
- Strong collaborative & communication skills
- High level of motivation, commitment, and dedication
- Proactive mindset with willingness to learn
- Ability to build positive working relationships both internally and externally
- Friendly personality that loves working with people and as a team

PROFESSIONAL EXPERIENCE

Dalton Wade Real Estate Group, St. Petersburg, FL
Realtor

March 2011- Present

- Generate business leads through active prospecting and sales presentations.
- Pursued new business leads and acquired 30 new clients each quarter.
- Provide extraordinary customer care by using strong written and verbal communication skills.
- Analyze present and future real estate markets by researching various statistics, including absorption rate, inventory, and average market time.
- Develops profit and loss analysis and return on investment for purchases of income property.
- Specializes in both listing and selling residential properties.

- Promote sales through advertising; work with more than 40 websites to promote seller's home, host open house events, and participate in multiple listing services.
- Establishes a positive flow of communication with agents, clients, attorneys, and all personnel involved in closing transactions.

First Choice Insurance of Florida, St Petersburg, FL

July 2013 – July 2019

Virtual Administrative Assistant (part-time/virtual)

- Review, evaluate, and categorize incoming documents by verifying information for accuracy and appropriateness.
- Maintains customer files and processes customer service requests.
- Manage new and renewal policies received from carriers.
- Responds effectively to internal and external requests for information and competently prepare documents, policy information and files.
- Handle phones in a professional manner, provided answers when possible and transferred calls or took messages when needed.

Transamerica Life Insurance, St Petersburg, FL

June 2012 - July 2013

Customer Services

- Performed high-quality customer service to phone customers, utilizing a variety of techniques to satisfy the needs and requests of a diverse clientele.
- Executed sales techniques to inform customers of product options that best benefit needs.
- Maintained a polite and professional telephone manner.

Chris Leith Dodge, Wake Forest, NC

March 2009 - February 2012

Car Sales Representative

- Greeted and actively listened to customers to uncover purchasing needs and provide recommendations based on automotive requirements.
- Responded to customers' inquiries via email, text, phone, or in person promptly.
- Cultivated relationships with new customers to achieve sales objectives and provide insight into new products, features, and options.
- Strategically negotiated with customers to close on deals and increase sales
- Followed up with prospective clients and prospects for new business using various prospecting tools.

Interealty Immobilien Inc., St Pete Beach, FL

July 2002 - March 2008

Realtor

- Built clientele with positive results within the first year in the real estate industry.
- Most productive agent in 2005.
- Prepared comparable market analysis, purchase contracts and negotiated for purchase and sell of properties.
- Facilitated closing process on behalf of the clients and insured that all parts of contracts were met prior to closing.

Laika Financial Services, Miami, FL

August 2005 - May 2008

Mortgage Broker

- Actively listened to customers to identify needs and professionally proposed appropriate plans to the customers after carefully analyzing needs, financial liabilities, and status.
- Collected and submitted all documents necessary for loan processing and approval; achieved file completion with borrower, real estate broker and Title Company to request specified documents.
- Provided a high-energy work ethic and positive attitude for myself and coworkers.

EDUCATION | TRAINING

- MBA, The University of Tampa, Tampa, Florida – completed in 2022
- Master's degree, Economics, Kiev Institute of Trade and Economics, Ukraine, 1994
- Florida Mortgage Broker License, Completed in 2005
- Florida Real Estate License, Completed in 2002
- Inbound Sales – HubSpot Academy, Completed in 2021
- Sales Enablement – HubSpot, Completed in 2021

TECHNICAL SKILLS

- Proficient in Microsoft Office products, including Excel and PowerPoint.
- Intermediate skills in ForecastX software