

# Anita Williams

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## WORK EXPERIENCE

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### Swift Homes

Chicago, IL

*Remote Closing Consultant*

*Feb 2021 - Present*

- Ensured smooth progression of contracts while providing exceptional customer service, contributing to a 95% satisfaction rate among sellers.
- Managed high volumes of incoming communications including calls, texts, and emails, enhancing response efficiency by 30%.
- Utilized CRM software to maintain accurate workflow records, improving operational efficiency by reducing processing time by 20%.
- Presented offer prices clearly to sellers, helping them understand the process and increasing acceptance rates by 15%.
- Developed sustainable relationships with sellers through trust-building strategies, resulting in a 25% increase in referral business.
- Achieved personal sales targets consistently while supporting the customer solutions team in meeting collective goals.
- Resolved customer complaints effectively by providing timely solutions and follow-ups, achieving an 85% resolution success rate.
- Maintained detailed records of customer interactions and processed accounts efficiently, ensuring compliance with communication policies.

### Sherman and Hemstreet Real Estate

Atlanta, GA

*Sales and Leasing Agent/Realtor*

*Dec 2014 - Dec 2020*

- Monitored local real estate market trends to provide informed advice to clients, leading to a 20% increase in successful transactions.
- Negotiated offers and prepared contracts for buyers/sellers, ensuring clarity which resulted in a 90% contract acceptance rate.
- Followed up diligently with leads via email and telephone, converting 40% into active clients through personalized engagement.
- Executed marketing strategies for properties that highlighted buyer incentives, increasing property visibility and interest by over 30%.

### Olde Town Apartments

Augusta, GA

*Assistant Property Manager/Leasing Agent*

*Sep 2010 - Nov 2014*

- Communicated effectively with potential residents to schedule appointments for property viewings, increasing conversion rates by 25%.
- Conducted thorough due diligence on applicants including credit checks, expediting lease approvals within two business days.
- Facilitated lease signings and performed move-in/move-out inspections meticulously to ensure compliance with regulations.
- Maintained awareness of property curb appeal while analyzing comparable market prices to enhance competitive positioning.

### Amanda Wiley, ERA Realty

Albany, GA

*Licensed Realtor Assistant*

*Jan 2009 - Jul 2010*

- Answered all incoming calls, took and relayed messages.
- Oversaw all aspects of the seller's transactions.
- Prepared listing agreement, sellers' disclosures, comparative market analysis, pulled online property profile, researched old multiple listing service (MLS) listings.
- Obtained all necessary signatures on listing agreement, disclosures, and other necessary documentation.
- Provided weekly feedback to sellers regarding all showings and marketing activities.

- Submitted all necessary documentation to the office broker for file compliance.
- Input all necessary information into client database and transaction management systems.
- Created & managed all systems for sellers, buyers, client database management, lead generation tracking, lead follow-up & all office administration.
- Showed properties, negotiated contracts & lead generation.

**EDUCATION**

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<b>Barney Fletcher Schools/Real Estate</b>	<b>Atlanta, GA</b>
<i>Sales License</i>	<i>Graduation Date: Date</i>

**Strayer University**