



Malika L. Inniss

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EDUCATION

Southeastern University (Lakeland, FL)
Ph.D. in Education Organizational Leadership
Expected Completion 2027

Southeastern University (Lakeland, FL)
M.Ed. in Exceptional Student Education 2023

Clark Atlanta University (Atlanta, GA)
B.A. Speech Communication 2000

PROFESSIONAL

State of Florida Department of Business and Professional Regulation (DBPR)
Real Estate - Sales Associate License 2016 - Present
SL3358542

National Association of REALTORS®
Active Member 2018 - Present
(NRDS): 261557024

*State Association: Florida Association of REALTORS®
Local Association: Suncoast Tampa Association of REALTORS® INC*

SKILLS

- Confidential Transaction Management
- Strong Written & Verbal Communication with Exceptional Attention to Detail
- Client Relationship Management
- Team Management
- Training development
- Workflow Optimization

SUMMARY

Licensed Realtor and Transaction Coordinator with over 8 years of expertise in contract-to-close management, compliance, and client relations. Skilled in CRM systems, transaction oversight, and real estate technology training. Strong background in operations management, negotiations, and team leadership. Recognized for driving efficiency, profitability, and exceptional customer experiences across real estate and business environments.

EXPERIENCE

Dalton Wade Real Estate Group (Statewide, FL) 2018 - Present
Realtor / Transaction Coordinator

- Represent buyers and sellers with precision, preparing and reviewing contracts and disclosures to minimize risk while negotiating deals that prioritize clients' best interests.
- Coordinate inspections, appraisals, financing, and closings, ensuring seamless communication across all parties and guaranteeing transactions meet deadlines and close on time.
- Manage 8-12 real estate transactions monthly, overseeing the full contract-to-close process with 100% compliance to state, brokerage, and regulatory standards.
- Deliver exceptional client service, fostering clear, consistent communication with clients, agents, lenders, and attorneys to create smooth and positive experiences.
- Streamline processes and prevent delays, enhancing operational efficiency, client satisfaction, and generating repeat business.

HobbyTown Tampa (Wesley Chapel, FL) 2022- 2025
Operations Manager

- Directed daily operations for a high-volume retail store, with emphasis on inventory control and loss prevention, reducing shrinkage and safeguarding profitability.
- Recruited, trained, and coached staff, building a high-performing team with improved retention and productivity.
- Implemented cost-saving initiatives that reduced overhead expenses while maintaining strong customer satisfaction and service quality.
- Developed and enforced standard operating procedures, ensuring consistent compliance with company policies and industry best practices.
- Built and maintained strategic vendor relationships, successfully negotiating favorable pricing and securing essential merchandise.
- Increased profitability by analyzing sales trends and executing targeted marketing campaigns, resulting in higher revenue and customer engagement.
- Maintained clear communication with key stakeholders, fostering collaboration across departments to align with business goals.
- Leveraged customer feedback to refine service offerings, directly improving customer loyalty and overall store performance.