Shondra Sturdivant

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Work Experience

Realtor

Dalton Wade Real Estate Group-Winston-Salem, NC
June 2025 to Present

• Developed and maintained a strong network of clients through referrals, networking events, and online marketing strategies

• Conducted market research to accurately price properties and provide clients with competitive analysis reports

• Created compelling property listings with high-quality photos, detailed descriptions, and virtual tours to attract potential buyers

• Negotiated contracts and terms of sale on behalf of clients to ensure favorable outcomes for both parties involved

• Collaborated with mortgage lenders, home inspectors, and title companies to facilitate smooth transactions for clients

• Provided exceptional customer service by promptly responding to inquiries, scheduling property showings, and addressing client concerns

• Stayed up-to-date on local real estate market trends, regulations, and financing options to better assist clients in making informed decisions

• Utilized social media platforms such as Facebook and Instagram to promote properties for sale or rent

• Organized open houses and conducted property tours for potential buyers or renters

• Assisted first-time homebuyers in understanding the process of purchasing a home from start to finish

• Managed all aspects of the listing process including staging recommendations, photography coordination, and marketing materials creation

Real Estate Agent

Realty One Group-Winston-Salem, NC
January 2025 to June 2025

• Served as a trusted advisor throughout the negotiation process providing insights into current market conditions

• Attended local community events as a representative of the agency building brand awareness within the target market

• Prepared comprehensive contracts that protected clients' interests while adhering to legal requirements

• Responded promptly to client inquiries via phone calls, emails, or text messages ensuring excellent customer service experience

• Provided guidance on staging properties effectively to maximize their appeal to potential buyers

• Resolved conflicts between buyers and sellers by facilitating open communication and finding mutually agreeable solutions

• Implemented innovative marketing strategies such as virtual tours, drone footage, or interactive floor plans to attract tech-savvy buyers

• Maintained confidentiality and professionalism when handling sensitive client information during negotiations

• Assisted investors in identifying profitable real estate opportunities by analyzing market trends and rental income potential

• Conducted thorough property inspections to identify any potential issues or concerns for buyers

• Managed multiple transactions simultaneously while ensuring all deadlines were met

Medical Claims Auditor

Maximus Health Services-Remote

January 2023 to January 2024

• Prepared clear and concise audit reports summarizing findings, recommendations, and action plans for improvement

• Collaborated with cross-functional teams to develop strategies for process improvements based on audit results

• Evaluated the adequacy of internal control systems by analyzing processes, procedures, policies, and records

• Provided guidance to junior auditors regarding auditing techniques, methodologies, and professional standards

• Performed data analysis using specialized software tools to detect anomalies or patterns indicative of fraud or errors

• Participated in meetings with clients' management teams to discuss audit findings and recommendations for improvement

• Managed multiple concurrent audits while adhering to strict deadlines without compromising quality or accuracy of work performed

• Developed strong working relationships with clients through effective communication skills during all stages of the auditing process

• Implemented continuous monitoring programs that improved efficiency in detecting potential risks within client organizations

• Performed risk assessments on new clients to determine the level of audit scrutiny required based on their industry and financial stability

• Reviewed client's internal policies and procedures for adherence to industry best practices and regulatory guidelines

Team Leader

Alight Solutions-Winston-Salem, NC

November 2019 to June 2023

• Implemented effective communication strategies to foster collaboration and improve team productivity

• Monitored team performance and provided regular feedback to drive continuous improvement

• Successfully managed multiple projects simultaneously, ensuring timely delivery within budget constraints

• Resolved conflicts within the team by facilitating open dialogue and promoting a positive work environment

• Created performance metrics and tracked key indicators to evaluate individual and team performance

• Served as a liaison between upper management and the team, effectively communicating goals, objectives, and expectations

• Led regular meetings with the team to discuss progress updates, address challenges, and provide guidance on project priorities

• Analyzed data trends related to project outcomes in order to make informed decisions for future initiatives

• Provided mentorship opportunities for junior members of the team in order develop their skills

• Ensured compliance with company policies, procedures, safety regulations at all times

• Cultivated a positive work culture that encouraged teamwork, creativity, innovation among employees

Customer Service Floor Supervisor

Blue Cross Blue Shield of North Carolina-Winston-Salem, NC

May 2015 to November 2019

• Provided exceptional customer service and support to ensure customer satisfaction

• Maintained a high level of product knowledge to effectively assist customers with their needs

• Managed a large volume of incoming calls and emails from customers, addressing their concerns and providing accurate information

• Built strong relationships with customers through effective communication and personalized interactions

• Identified opportunities for upselling or cross-selling products/services to enhance the customer experience

• Participated in team meetings to discuss best practices, share knowledge, and collaborate on problem-solving initiatives

• Analyzed data from surveys or feedback forms to identify trends or areas where improvements could be made

• Mentored new team members by providing guidance on company policies/procedures and sharing best practices

• Conducted follow-up calls/email campaigns after resolving an issue to ensure complete resolution and gather feedback

• Recognized as a top performer within the department for consistently meeting or exceeding performance metrics

• Assisted customers with troubleshooting technical issues related to products/services, providing step-by-step instructions or coordinating with technical support teams when necessary

Education

Law (Certified NC Notary Public)

Forsyth Technical Community College

November 2024 to November 2024

Real Estate (Licensed Real Estate Agents)

Carolina School of Real Estate

February 2024 to October 2024

High school diploma or GED

Skills

- Administrative experience
- Real estate law
- Negotiation
- Organizational skills
- Lead generation
- Residential real estate transactions
- Customer communication
- Property management tools
- Organizational budget management
- Fair Housing regulations
- Time management

- Real estate closing management
- Commercial real estate clients
- Rent payment plan negotiation
- Productivity software
- Contracts
- Commercial real estate transactions
- Sales
- Practicing real estate
- Microsoft Excel
- Fiscal management
- Marketing
- Teamwork
- Attention to detail
- Solution development
- Managing budgets in a finance role
- Pricing
- Property management
- Interpersonal skills
- Document review
- Communication skills
- Computer operation
- Writing skills
- Property leasing
- Business development
- Vendor negotiation
- Regulatory compliance
- Closing coordination
- Real estate companies
- Record keeping
- Vendor contract management
- Professional networking
- Customer service
- Vendor relationship management

Certifications and Licenses

Driver's License

Real estate salesperson license

Real Estate License