

# ANGEL FERREIRA

REAL ESTATE AGENT



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Auburn, GA, 30011

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## About Me

I am a dedicated bilingual licensed Real Estate professional with over five years of invaluable experience in the customer service sector, I have honed my skills in cultivating strong client relationships, understanding their needs, and exceeding expectations. My background reflects a proven track record of successfully closing deals and delivering exceptional customer service. I am committed to leveraging my talents to facilitate seamless transactions and provide unparalleled service to clients.

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## Experience

### Mark Spain Real State | Current

Listing Agent

- Conduct in-home consultations with potential sellers, presenting Mark Spain's proven strategies for effectively selling their homes.
- Develop and deliver detailed Comparable Market Analysis (CMA) reports to accurately assess home values and guide pricing decisions.
- Build and maintain strong relationships with clients, providing expert advice and support throughout the selling process.
- Utilize market trends and data to create tailored marketing plans, maximizing exposure and attracting qualified buyers.
- Coordinate and manage the listing process, from initial consultation to closing, ensuring a smooth and successful transaction.

### HomeSmart Brokerage | 2024

Real Estate Agent

- 2 closed deals in less than 6 months

### Hendrick Automotive Group | Dec 2021 - Dec 2023

Sales Associate

- New & pre-owned vehicles department
- Sold 200+ vehicles in 2 years of experience
- Internet leads access
- Maintained excellent attendance and punctuality, consistently meeting all work schedule requirements
- Conducted thorough product demonstrations and presentations to potential customers, emphasizing key features and benefits of various vehicle models.
- Built and maintained strong customer relationships, fostering trust and loyalty through effective communication and personalized service.
- Achieved and consistently exceeded monthly sales targets
- Collaborated with the finance department to facilitate smooth and transparent financing processes for customers, ensuring satisfaction and ease of transaction.

- Stayed informed about the latest automotive industry trends, product updates, and competitor offerings to provide customers with accurate and up-to-date information.
- Utilized CRM systems and other sales tools to manage customer interactions, track leads, and streamline the sales process.
- Participated in ongoing sales training and development programs to enhance product knowledge, sales techniques, and customer service skills.
- Worked collaboratively with a team of sales professionals to share best practices, strategies, and contribute to the overall success of the dealership.
- Resolved customer inquiries, concerns, and issues promptly and effectively, maintaining a high level of customer satisfaction.

**"Be always on time with your game face on"**

### **DY Home Services LLC | Jan 2019 - Nov 2021**

Project Manager

- Management of the company website, overseeing regular updates, optimizing content, and ensuring good experience for visitors.
- Took care of the contract process, from creation to negotiation and finalization, ensuring all agreements met legal and company standards.
- Proactively identified and pursued new business opportunities, successfully expanding the client base through effective lead generation and strategic networking.
- Developed and executed comprehensive marketing strategies
- Streamlined appointment scheduling processes, implementing efficient systems that improved overall productivity and reduced scheduling conflicts.
- Managed the company's bank accounts and payrolls with meticulous attention to detail, ensuring accuracy and compliance with financial regulations.
- Elevated customer service standards by implementing tailored solutions, promptly addressing inquiries, and fostering positive client relationships.

### **AT&T Authorized Retailer| Feb 2018 - Dec 2018**

Sales Representative

- Executed proactive customer retention strategies by conducting targeted outreach to customers looking to cancel lines, effectively addressing concerns, and providing tailored solutions to retain their business.
- Managed and resolved customer inquiries via phone, demonstrating exceptional communication skills and a deep understanding of AT&T product and services.
- Proficiently handled troubleshooting procedures, swiftly identifying and resolving technical issues to enhance customer satisfaction and loyalty.
- Conducted thorough credit checks for potential customers.
- Informed and educated customers about financing products, guiding them through available options and contributing to increase sales and revenue.

## Certifications

**2024**  
Florida & Georgia  
**Real Estate License**

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## Education

**2017**  
URBE University | Venezuela  
**Law Bachelor's Degree**

**2015**  
CEVAZ English Academy | Venezuela  
**English Certificate**

**2012**  
Colegio Colon | Venezuela  
**High School Diploma**

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## Language

Spanish   
English 

## Skills

- FMLS
- Matrix
- Dotloop
- Supra eKey
- Showing Time
- Remine Pro
- RealSmart Agent

## Reference

**Steven Ostrovich**  
Hendrick Automotive Group  
General Sales Manager

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770-495-6100