

## EDUCATION

06/2000

**Hondros College Of Real Estate** | Independence OH, US

Real Estate License: Real Estate

## SKILLS

- Safety Processes
- Overseeing Daily Activities
- Client Support
- Attention to Detail
- Effective Customer Service
- Guest Satisfaction
- Leadership

## CERTIFICATIONS

- Professional Real Estate License

# SCOTT OVERBAUGH



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Berea, OH 44017

## PROFESSIONAL SUMMARY

Hardworking, highly motivated professional eager to lend combined knowledge and skills to enhance business performance. Operates well in both individual and team capacities, leveraging seasoned work ethic to quickly adapt to different processes and drive company objectives. Resourceful and results-driven with a passion for growth and efficiency to meet company needs and increase service value.

## EXPERIENCE

04/2022 - Present

**MetroParks Team Leader Emerald Necklace Marina Cleveland MetroParks** | Cleveland MetroParks, Cleveland, OH

- Assigned, prioritized, and delegated tasks and responsibility to departmental employees.
- Coached and motivated team, driving sales and delivering exceptional customer service.
- Offered constructive feedback to team members, boosting overall job performance.
- Oversaw multiple projects simultaneously and ensured tasks were efficiently completed.
- Fostered positive relationships with clients through proactive communication tactics.
- Collaborated with staff to develop and carry out processes.
- Analyzed and resolved quality and customer service issues, recommending system improvements.

01/2000 - 10/2023

**Licensed Professional Realtor**

**Jason Mitchell Group** | Jason Mitchell Group, Middleburg Heights, OH

- Provided excellent customer service to clients throughout the entire real estate transaction process.
- Facilitated smooth transitions between buyers and sellers by coordinating move-in dates, closing documents and inspections.

- Attended regular continuing education classes to stay up-to-date on changing laws, regulations and industry trends.
- Organized open house events which served as an effective way of introducing new listings into the marketplace.
- Assisted buyers in finding suitable homes by providing detailed tours of available properties and negotiating offers on their behalf.
- Accompanied buyers and sellers to home inspections and appraisals.

01/2015 - 07/2022

### **Sales Manager**

**Greater Cleveland Auto Auction** | Greater Cleveland Auto Auction, Brookpark, OH

- Established relationships with key customers, providing personalized service and support.
- Analyzed sales data to identify trends and make recommendations for improvement.
- Interfaced directly with customers when necessary in order to resolve issues quickly and efficiently.
- Developed and implemented sales strategies to increase market share and profitability.
- Monitored competitor activity to stay ahead of the competition in terms of products, services, and pricing.
- Participated in customer meetings and worked closely with team to resolve customer satisfaction issues.
- Identified potential new markets for products and services offered by the organization.

## **REFERENCES**

References available upon request