





Kyle Van Dusen

REAL ESTATE PROFESSIONAL AND
ACCOUNT MANAGEMENT SPECIALIST

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EDUCATION

COMMUNICATIONS, MINOR IN JOURNALISM

Santa Clara University
Santa Clara, CA

SKILLS

PROFESSIONAL

Account Management
Relationship Building
Contract Negotiation
Strong Business Acumen

TECHNICAL

Salesforce
Microsoft Word
Microsoft Outlook
Microsoft Excel
Microsoft PowerPoint
Google Drive

AWARDS / LICENSES

ARIZONA REAL ESTATE LICENSE

HomeSmart – 2017

SERIES 7

Charles Schwab - 2017

EXCELLENCE AWARD FOR CUSTOMER CARE

American Express 2015

PRESIDENTS CLUB

Yelp -2012

PROFESSIONAL ORGANIZATION

National Association of Realtors

Member since 2017

PERSONAL PROFILE

My background in customer care and financial services enables me to provide exceptional client service and account management. I am adept at contract drafting, negotiating, market research, and client analysis. I am passionate about building and maintaining relationships with clients and exceeding their expectations.

WORK EXPERIENCE

REAL ESTATE AGENT

HomeSmart International – Remote, Arizona | May 2017 – Present

Achievements: Real Estate License: State of Arizona, 2017 -Member of National Association of Realtors (NAR) and the Scottsdale Area Association of Realtors (SAAR)

- 19 transactions, \$6.6 mill gross sales 2017-2023 as independent agent
- Adept in contract drafting, negotiating, market research and client analysis

OFFICE MANAGER – ACCOUNT MANAGER

Fenix Pool Solar & Misting Phoenix, AZ | April 2022- October 2023

- Managed daily operations and Schedules 6 field installers
- Lead controller responsible for negotiating, purchasing and ordering for all vendors
- Implemented CRM software (Jobber) to aid in client, sales and teams ability to track production and follow up with customer concerns

INTERNATIONAL ACCOUNT OPERATIONS SPECIALIST

Charles Schwab Phoenix, AZ | March 2016 -April 2017

- Enforce FINRA and Schwab financial policies to international prospects and clients. Assist branches and financial consultants to open new accounts and deescalate clients not qualified to open accounts.
- Responsible for being the expert on policy when international branch had questions about new and existing clients to both advisors and their clients

DEDICATED ACCOUNT MANAGER

American Express Phoenix, AZ | October 2015 – March 2016

- Managed Morgan Stanley corporate accounts supporting the manager of account development to help increase spend and find growth opportunities
- Responsible for delivering detailed weekly/monthly/quarterly reports on spend and outstanding account balances

CORPORATE CARE PROFESSIONAL | GLOBAL CORPORATE ACCOUNTS

American Express Phoenix, AZ | October 2014 – October 2015

- Awards: Certified Customer Care Professional, Excellence Award
- Quickly onboarded and adept in using multiple complex software services

ELITE ACCOUNT DIRECTOR

Yelp Scottsdale, AZ | October 2013 - February 2014

Manage sales leads to drive the full sales cycle from prospecting to closing. Educating prospective clients on the power of online advertising, and the impact and business value that it creates.

- Awards: Elite Sales Stock, Presidents Club 2012, June 2011 Broke Sales Record for Given Month
- Elite Account Director – December 2013 -Achieved 109% of increased quota.

TEAM LEAD – LEAD GENERATION

Yelp Scottsdale, AZ | June 2010 – October 2013

- Help start up the lead generation team in Arizona growing the team from 2 members to 14
- Presidents Club 2012 – Highest Revenue Generated from Arizona Office