

Victoria L. Gray

Specializes in OPERATIONS MANAGEMENT with background in administration, information technology, real estate, and team management

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SKILLS

DEDICATED & GOAL-ORIENTED:

Graduated magna cum laude in 3 years with undergrad degree; ran a private art business

SYSTEMS MINDED:

Views work processes as repeatable systems to be documented and then improved for efficiency. Created & honed the Operations Manual for a real estate business.

CLEAR COMMUNICATOR:

Explained complicated fixes and technological procedures to clients and coworkers with clarity and simplicity; diffused tension over problems both in person and over email

PEOPLE-ORIENTED:

Diplomatic and friendly in tense situations, either in administration or customer service; sees the person behind the problem.

INNOVATIVE:

Creatively problem-solved technological malfunctions; addressed urgent requests with little to no notice; improvised solutions for last minute demands upon supervisors; creates new solutions for task completion based on best practice research

ORGANIZATIONALLY GIFTED:

Prioritizes tasks, constructs complex, abstract, inter-connected systems of workflow, human resources, finances, client retention, and customer relationships.

PROGRAM PROFICIENCIES:

- + Google Suite
- + KW Command
- + MailChimp
- + Wordpress
- + FaceBook Ad Manager
- + Word

EDUCATION

Bob Jones University | Greenville, SC
B.A. Biblical Counseling
Emphasis on Greek and Studio Arts
May 2015 | Cumulative GPA: 3.80

Florida Real Estate License

Jan 2020 | SL3461660 | Voluntary Inactive

EXPERIENCE

EXECUTIVE ASSISTANT | The Reyes Group

Florida & Remote | April 2019 - Present

- + Transitioned a single agent business into a multi-agent, admin supported team
- + Documented current processes, refined and created business best practices
- + Provided training and accountability for other administrative staff and agents
- + Piloted team through technological transitions necessitated by COVID-19 pandemic
- + Created systems for hiring, onboarding, and offboarding administrative staff and agents
- + Oversaw hiring of administrative staff
- + Created CMAs, market reports, and marketing materials for customer retention
- + Fluent in Keller Williams systems, including Ignite, MREA, and PREA
- + Well-versed in MLS systems, DotLoop, DocuSign, and other industry standard programs
- + Operated completely virtually since May 2020

OWNER/OPERATOR | Vibrance by Victoria

Florida | January 2016 - March 2019

- + Orchestrated product line releases from construction to final sale
- + Managed all bookkeeping and taxes for a sole proprietorship
- + Created extensive, multi-layered automated marketing campaigns for customer growth and retention in Facebook ads and MailChimp
- + Implemented customer satisfaction campaigns

PERSONAL ASSISTANT | Bob Jones University

South Carolina | August 2015 - December 2015

- + Liaison between departments for off campus recruitment
- + Tracked and recorded expense reports for various departments
- + Managed a group inbox and calendar
- + Organized travel arrangements for various faculty
- + Coordinated wardrobe travel arrangements, and marketing materials for a team of eleven admission counselors

SERVICE DESK CREW CHIEF | Bob Jones University

South Carolina | January 2013 - May 2015

- + Coordinated campus wide project across multiple departments
- + Managed a queue designating tasks to fellow workers and monitoring progress
- + Wrote and designed technical instructions pertaining to multiple departments
- + Acted as personal assistant to supervisor of Remote Team
- + Fostered positive work environment with clear directives
- + Promoted positive image of department with friendly and effective customer service
- + Learned & self-taught techniques and trained fellow workers in new procedures
- + Worked with technology on the field and remotely