

TRECIA COOKE

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OBJECTIVE

To obtain a leadership opportunity utilizing my polished communication skills: verbal, written, interpersonal, presentations, and rapport building.

EMPLOYMENT

- Sept 2008-Present **Realtor/ Marketing Expert- Tomball, TX- Exit Realty Group**
- Responsible coordinating the purchase and/or sale of real estate in Northwest area of Houston, TX using my learned marketing skills.
- Apr 2006- May 2008 **Personal Banker, Capital One N.A- Gleannloch/Spring, and TX**
- Responsible for direct selling of consumer and small business products/services to new and existing customers
 - Researches and answers customer inquiries and requests regarding accounts, products, rates and services
 - Meets with prospects and customer through outbound calling efforts, branch referrals to specialist areas
 - Responsible for developing ideas to drive sales and create new customer base
 - Assists in consumer/business development; attends business reception and outside customer functions
 - Skilled at educating customers on banking products and recommending best options that meet their short-term and long term needs
 - Proven track record in meeting sales goal with consumer and installment loans. Top loan closer for August, September and October 2007
- Feb 2003- July 2005 **Sales Counselor, MHI Homebuilders-The Woodlands/Spring, TX**
- sold new homes in 60 to 100 lots subdivisions in Northwest Area
 - educated on home buying process and weekly updates of construction to homebuyer
 - troubleshooter for all concerns or problems during building process
 - collected and tracked payments for earnest money and custom options chosen at design center and sales office
 - scheduled and conducted new home introduction with homebuyers
 - maintained weekly correspondence with developer and project manager on community development and sales
- Jun 2001-Jun 2002 **Office Assistant, Memorial Hermann- The Woodlands**
- scheduled surgeries for 10 room outpatient surgery department.
 - responsible for general office work and billing
 - maintained confidential files and correspondence for medical personnel and staff

- Jan 1999- July 2000 **Birth Certificate Clerk, Memorial Hermann- The Woodlands**
- conducted patient interviews for birth certificate preparation
 - registered birth certificates according to requirements of the Texas Department of Human Services and the State of Texas
- Feb 1998-Nov 1998 **Office Manager, Just For Feet**
- principal support for store director, managers and assistants, merchandisers and 200 support staff
 - maintained all employee files, payroll, benefits, and bonus programs
 - managed cash register area and trained all cashiers
 - researched any shortages and corrected for daily paperwork
 - generated all reports to corporate on hourly/daily basis
- Mar 1995- Jan 1998 **Sr. Assistant Manager, Blockbuster Music**
- managed 15 employees while overseeing daily operations of store, including merchandising
 - maintained books for store profits/loss and store budget
 - created work schedule and maintained employee benefits and payroll
 - worked closely with record label representatives for promotions to the public, including tracking of sales
 - coordinated ticket sales and balancing of ticket fund for Ticketmaster events

COMPUTER SKILLS

Proficient in ALL Microsoft Office Products; Office Products and Equipment
 Proficient on the Internet
 Type 75+ wpm; 10 key by sight

EDUCATION

1999-2001 North Harris Montgomery Community College District
 1990-1994 University of Connecticut