

Case Study: Commercial Real Estate

With our support, Jawad got his dream job in the commercial real estate sector despite some challenges.

»»» Here's what Jawad had to say about our work:



Jawad Fwz
3 reviews



★★★★★ 10 months ago

I worked with Fatima and Rabia when I started my job search process in the commercial real estate arena and found their resume-writing services exceptional.

Throughout the process, I was involved in a collaborative relationship, resulting in an end product that **accurately represented my personal brand**. The resume that Fatima and Rabia revamped for me landed me my dream role in the commercial industry. I highly recommend CareerTuners if you are looking to level up your job search and outreach.

Jawad's backstory:

He had an unconventional work history with experience in banking, real estate, and IT. Jawad wanted to target multiple entry-level roles in real estate and IT. His dream career was in commercial real estate but he wasn't very optimistic about it.

There were several issues with his resume: length, ageism bias, and ATS non-compliance. Overall, it failed to build a strong case.

Our Approach:

To increase his fit with the jobs, we created highly targeted resumes for each category of jobs in each industry: real estate analyst and real estate portfolio management.

For the real estate portfolio management, we:

- 1** Created a very targeted, one-page resume ideal for entry into new sectors. Overcame ageism bias.
- 2** Divided career history into two sections to emphasize relevant experience in real estate.
- 3** Highlighted transferable skills (e.g. customer service) in other experiences. Focused on relevant keywords.

Where is he now?

With our resume, cover letter, and LinkedIn revamp, Jawad got his dream job in the commercial real estate sector.

He is now working with us to update his files in line with his current career goals.

Warning: The resume pages ahead have been saved as images in order to protect Jawad's work as well as our work from being copied and indexed. As a result, uploading this exact file into an Applicant Tracking System will not work. **If you are interested in hiring him, please email us at contact@careertuners.com.**

Here's the portfolio management resume we made for him:

JAWAD FAWAZ | 951.284.5404 | contact@careertuners.com | Irvine, CA 92618 | [LinkedIn](#)

Real Estate Portfolio Management | Customer Service Excellence | Revenue Generation | Commercial & Residential Properties

Real estate management expert driving revenue growth by steering \$MM residential and commercial property deals; identifies best-fit property solutions after analyzing customer needs and financials. Nurtures relationships with customers by providing end-to-end lifecycle support; offers strategic discounts by mediating between customers and property developers. Improves outreach by organizing property tours and open houses. Maintains accurate customer records.

Business Development
Cross-Functional Collaboration
Mortgage & Lending Support

Trend & Market Analysis
Property Management
Stakeholder Relationship Management

Consultative Selling
Financial Analysis & Due Diligence
Customer Needs Analysis

REAL ESTATE SALES EXPERIENCE

Real Estate Agent, ABC Real Estate

01/2010 – 09/2013

Worked under the mentorship of Richard Stone to generate \$MM in annual revenue by selling luxury condominiums and commercial buildings. Built sustainable relationships with high-net-worth clients by analyzing financial worth and offering need-based property options; guided clients on market conditions, property prices, mortgages, and legal requirements. Promptly resolved queries.

- Successfully sold all units of Catalina Villas within 4 months by expediting the mortgage loan approval process; secured developer buy-in to waive off ~\$8K closing costs for customers; served as an in-house lender.
- Closed \$\$ in Laguna Seacrest multi-family property sales within a year by organizing weekly open houses and VIP tours; reached out to local newspapers and TV channels for project advertisement.
- Generated \$\$ in revenue by selling an 18-unit luxury condominium in El Monte, California within 6 months; acquired a Hispanic customer base by arranging for a Spanish-speaking lender.

Loan Officer, Bank of Country

01/2006 – 01/2010

Achieved 100% customer satisfaction by maintaining low loan processing and approval turnarounds; coordinated with applicants to extract financial information, respond to queries, and present loan and credit options. Maintained accurate records of applicant credit histories and corporate financial statements.

Loan Processor, Area Home Loans, Inc.

01/2003 – 01/2006

Promoted for exceeding expectations of the senior management; reviewed ~35 residential loan applications/month; verified borrower assets, liabilities, length of employment, and mortgage amount. Maintained a high customer satisfaction rating by successfully handling challenging loan applications.

- Reduced loan processing turnaround by 60% while achieving a <2% error margin; maintained unmediated customer communication and collaborated with cross-functional departments.

CUSTOMER SERVICE EXPERIENCES

Self-Employed Seller (Customer Support Duties), eBay & Amazon

01/2017 – Present

Surpassed the customer satisfaction score by providing end-to-end support, gathering requirements, promptly responding to queries, and offering strategic product solutions. Catered to ~30 customers/day.

Customer Support Specialist, That Company

09/2013 – 01/2017

Maintained seamless technical operations by troubleshooting systems. Improved workflow for internal customers and saved data-entry time by implementing a digital record-keeping solution; centralized customer data; coached users on the new system.

PROFESSIONAL DEVELOPMENT

California Real Estate License (Expected in 2022)

Masters of Science in Computer Science and Technology, Azusa Pacific University

Bachelor of Science in Electronics Engineering Technology, ITT Technical Institute, California

Affiliations: California Association of Realtors, Global Business Alliance Committee

Languages: English, Arabic, German (Limited Working Proficiency), Spanish (Limited Working Proficiency)

And here's the resume he was using before he worked with us...



Irvine, CA 92618
951.284.5404

contact@careertuners.com

Birthdate: March 1st, 1976
Birthplace: Monrovia, Liberia
Family Status: Married with 3 Children
Citizenship: American

JAWAD FAWAZ

OBJECTIVE

Customer care representative position where my customer relations experience can be fully utilized to improve customer satisfaction and enhance the company brand name.

SKILLS & ABILITIES

- 15 years of experience providing customer service to create a vision and environment that derives superior results.
- An unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty.
- Strategic-relationship/partnership-building skills -- listen attentively, solve problems creatively, and use tact and diplomacy to find common ground and achieve win-win outcomes.
- Communicating in a clear, effective & humanistic way to motivate others to understand, support and collaborate on projects &/or organizational initiatives.

EXPERIENCE

FAWAZ AUTOMOBILE (USED CAR SALES)

2013 - 2017

Schopfheim, Germany

- Discuss customers' needs and the features of different vehicles
- Advise which vehicles would suit the customer best
- Negotiate the sale price, including any 'trade-in' value for a customer's old car
- Work out finance, including cash and car loans
- Arrange test-drives

ABC REAL ESTATE (REAL ESTATE AGENT)

2011 - 2013

Los Angeles, California


- Provide guidance and assist sellers/buyers in marketing/purchasing property for the right price under the best terms
- Determine clients' needs and financial abilities in order to propose solutions that suit them
- Intermediate negotiation processes, consult clients on market conditions, prices, mortgages, legal requirements and related matters to their benefit and ensure a fair and honest dealing
- Prepare necessary paperwork (contracts, leases, deeds, closing statements etc)

BANK OF COUNTRY - (loan officer)

2006 - 2013

Glendale, California

The double-column layout caused issues with ATS parsing.



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- Approve loans within specified limits, and refer loan applications outside those limits to management for approval.
 - Meet with applicants to obtain information for loan applications and to answer questions about the process.
 - Analyze applicants' financial status, credit, and property evaluations to determine feasibility of granting loans.
 - Explain to customers the different types of loans and credit options that are available, as well as the terms of those services.
 - Obtain and compile copies of loan applicants' credit histories, corporate financial statements, and other financial information.
 - Review and update credit and loan files.

AREA HOME LOANS (LOAN PROCESSOR)

2003 – 2006

Glendale, California

- Verify, compile, and type application information for mortgage loans: Review residential loan application file to verify that application data is complete and meets establishment standards, including type and amount of mortgage, borrower assets, liabilities, and length of employment.
- Outperform company average in achieving loan-processing turn-around time of 12 days or less (compared to typical 15 to 20 days).
- Provide expedient service cited as key to consistently high customer satisfaction and a 10% increase in referrals.
- Ensure all files were complete prior to underwriting hand-off and coordinate effectively with title companies to ensure smooth closings.
- Successfully processed some of the most challenging loan applications (e.g., first-time borrowers, self-employed applicants and borrowers with problematic credit histories).

AUTOMOBILE CLUB OF SOUTHERN CALIFORNIA (INVENTORY SUPPORT TECHNICIAN)

1998 – 2003
California

Los Angeles,

- Keep track of status of ordered equipment and supplies. Contact vendors when expected items are overdue.
- Coordinate the delivery of dedicated project equipment to VBCPS sites as needed.
- Maintain and prepare detailed records and files using appropriate software.
- Ensure proper completion of a variety of inventory forms.
- Interface with vendors to monitor location of distributed controlled assets as directed.
- Receive and log-in surplus property and materials.
- Notify appropriate parties when parts need to be ordered and when equipment is received and dispatched.
- Perform annual physical inventory of equipment and parts as assigned.
- Operate a forklift, pallet jack, or pallet lifter, as needed.
- Check shipments for soundness, condition, shortage or discrepancies.
- Receive, accept and unpack incoming materials and supplies and bar-code capital and controlled items.

AUTOMOBILE CLUB OF SOUTHERN CALIFORNIA (ERS CALL CENTER CUSTOMER OPERATOR)

1996 – 1998

Burbank, California

- Answers incoming emergency road service calls and obtains detailed information and enters information into the database such as name of club member, location of
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It was three pages long and went back to 1996, leading to ageism bias.

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- disabled vehicle, and nature of vehicle malfunction.
 - Responds to calls from members and potential members with questions about AAA products, services, and membership benefits.
 - Cross sells upgrades and recommends products and services.
 - Relays billing discrepancies to customer care specialist.
 - Obtains payment information and enters into the database.
 - Adds or deletes members to master coverage.
 - Provides driving directions to incoming callers by using direction software.
 - Communicates positively in difficult or emotional situations.
 - Enhance member relationships by demonstrating concern for member safety.
 - Use logic and reasoning skills to address and resolve issues that may impede delivery of quality service.
 - Possess ability to effectively diffuse high tension situations.
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EDUCATION

AZUSA PACIFIC UNIVERSITY – AZUSA, CALIFORNIA, USA
Masters of Science – Computer Science and Technology
Class of 2003

ITT TECHNICAL INSTITUTE – ANAHEIM, CALIFORNIA, USA
Bachelor of Science – Electronics Engineering Technology
Class of 1999

GLENDALE HIGH SCHOOL – GLENDALE, CALIFORNIA, USA
Class of 1994
Graduated with a 3.91 GPA

- HONORS & ACTIVITIES**
- Top Producer, International President's Circle/Elite Awards
 - Member of the California Association of REALTORS
 - Member of the Global Business Alliance Committee
 - Member of the Azusa Pacific University Technology Team
 - Member of City of Los Angeles Safety Volunteer program
 - Member of Glendale National Honor Society
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- COMPUTERS SKILLS**
- Microsoft Office
 - Adobe Creative Suite
 - CAD (AAA Program)
-

- LANGUAGES**
- English
 - Arabic
 - German (limited working proficiency)
 - Spanish (limited working proficiency)
-

REFERENCES Available upon request

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