

# **Kelly D. Callaway, CMCA**

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## **EXPERIENCE**

### ***Customer Support Agent - West at Home (Virgin Mobil) February 2007 to Present***

Via various modes of communication (live chat, email, telephone) manage customer interactions involving mobile phone sales, service and technical support. Resolve issues related to products, phone features, phone maintenance, and billing.

### ***Community Administrator and Consultant - Harmony Management Group December 2007 to Present***

Manage site inspections, contractor relations and oversight, development and administration of legal contracts and related projects. Advise on property management issues.

### ***Operations Administrator - The Felix Reserve Group (TFRG) December 2007 to Present***

Process incoming bids, contracts and requests-for-proposal. Recommend on-site studies, evaluate results, estimate replacement costs, generated reports. Maintain databases. Manage billing, follow up, and other administrative tasks.

#### *Previous Positions Include:*

#### ***Community Manager - MSI, LLC***

Managed large portfolio of HOAs. Drafted annual budgets (over \$2-million) and supervised all monetary exchanges. Advised board and owners regarding budget ratification, annual election and educational meetings. Organized and facilitated monthly and annual meetings. Created web postings, agendas, meeting minutes, notices, mailings and newsletters. Planned community governance and social events. Acted as primary point of contact for questions regarding federal and state HOA law.

#### ***Chair, Volunteer Committee - MSI, LLC***

Developed and staffed volunteer committee responsible for philanthropic and non-profit fundraising and project management. Directed volunteer events, donation drives and fundraisers. Served as liaison and point-of-contact for volunteer committee and project coordinators. Created marketing materials, website updates and email notifications.

***Contractor - KDC Company***

Developed, tested, and reviewed website content. Provided technical and customer support. Created sales, delivery, stock and site reports. Developed and implemented operational processes.

***Product Supervisor - Newgen Results Corporation***

Managed customer sales and service processes, systems, and escalations. Developed and executed strategies for inside sales agents. Conducted training and product demonstrations. Coached, mentored, and motivated sales teams.

***Customer Service Representative - Driveoff.com (Teletech)***

Managed vehicle purchase requests via website. Processed financial and other sales-related documentation.

***Assembler - Lucent Technologies***

Built and tested microelectronic ISO-compliant systems. Generated and reviewed daily status reports. Ordered, received, stocked and updated materials.

***Processor/Receptionist - First American Heritage Title Company***

Served as initial point-of-contact for customers. Processed documents for closings. Maintained closed-property archives. Performed general administrative and receptionist duties.

***Receptionist - Re/Max Relocation & Asset Management***

Served as initial point-of-contact for customers. Handled questions and requests for information. Processed documents, data and performed other administrative tasks.

**EDUCATION**

Currently seeking Photovoltaic (Solar) Journeymen Apprenticeship Certification

CMCA, 2007

E-Business and Communication - University of Phoenix