

# SUSAN NAGEL

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## STRATEGIC LEADER IN CUSTOMER SERVICE & CONSUMER INSIGHT

To me, customer service means more than just a pleasant smile and a positive attitude. It means an unwavering commitment to customer satisfaction – and it is that commitment that has made me successful throughout a long successful career in real estate sales and sales management. My understanding of consumer insight, relationship building skills, and ability to gauge the voice of the customer has played an instrumental role in devising strategies to achieve core goals and adapt ongoing business plans to effectively meet the needs of the market. Combined with a talent for out-of-the-box thinking, a dedication to solutions delivery, and sheer tenacity, I have consistently demonstrated excellence in driving new business and creating the utmost in consumer engagement, loyalty, and satisfaction.

### AREAS OF EXPERTISE

- Customer Service Management
- Relationship Building
- Sales & Market Analysis
- Consumer Insight
- Account Management
- Communications
- Project Management
- Voice of the Customer
- Strategic Planning

### EMPLOYMENT HISTORY

#### L.W. Reedy Real Estate, Elmhurst

2012-present

#### REAL ESTATE BROKER

Consulted with clients to address their real estate buying and selling needs in a highly challenging market – bringing a passion for customer service to provide exceptional support and drive ongoing networking and sales growth. Consulted with clients and a network of contacts to deliver key solutions.

#### *Selected Achievements:*

- Gained a reputation as a trusted advisor and the “go to” person for all matters pertaining to real estate.
- Consistently in the top 3% of agents in Elmhurst IL
- Rose to meet the challenge of finding properties meeting strict and varied needs.
- Led my team to be the number one in our office over the last 6 years.
- Winner of the Chicago Five Star Real Estate Agent Award for the last 5 years.

#### Prudential Prairie Path Realtors, Elmhurst

1997-2012

#### Sales and Marketing Manager/Realtor

Guided and instructed new and veteran Realtors in their daily sales through the complex process of transitioning lives, families, and employment, often working cross-country to facilitate packing, travel, moving arrangements, and housing on an aggressive schedule. Support transferees in reviewing required repairs for participation in the home sale program, appraising, marketing, and selling their existing home, identifying, and purchasing a new home, and managing any assets involved in sale and purchase. Delivered compassionate counseling and recommendations on easing the stress of relocation and addressing any issues that may arise.

#### *Selected Achievements:*

- Consistently ranked in the top 97% of all Prudential agents throughout United State and Canada.
- Consistent winner of Prudential’s Leading-Edge Society and President’s Circle Awards
- Led office from 1997 to 2012 as the highest sales per agent office in Elmhurst
- Provided Realtors and consumers detailed real estate statistical reports monthly

## **EDUCATION & PROFESSIONAL DEVELOPMENT**

### **ASSOCIATE OF ARTS COLLEGE OF DUPAGE**

#### **Graduate Of Real Estate Institute**

National Association of Realtors

#### **Accredited Buyer's Representative**

National Association of Realtors

#### **Certified Career Development Specialist (CCDS)**