



Shaundra Williams

Commercial Residential Real Estate and Developer

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Charismatic leader and goal achiever with strong time management, educational and organizational skills. Highly driven and focused on results and client growth. Superior analytical, presentation and relationship management skills. Customer-focused and performance driven. Exceptional interpersonal and communicative (verbal and written) skills that build relationships, confidence and leadership in others, while interfacing positively with people from diverse backgrounds. Exceptional issue identification and resolution skills; Strong work ethic, attention to detail, and integrity.

Professional Experience

Realtor (Commercial, Residential & Developer)

Exit Elite Reality | December 2021 - Present

- Network and prospect potential real estate transactions
- Research, educate, show properties and write contracts for residential and commercial buyers
- Research, analyze, educate, market properties and advocate for maximize profit. for the seller
- Assisting developers with design and market trends to realize their desired outcomes
- Managing relationships between buyers, sellers, agents, inspectors, appraisers, lenders and attorneys

Benefit Authorizer

Social Security Administration | September 2017 - Present

- Makes final determinations on the full range of post-adjudicative actions, entitlement and non-entitlement to benefits, continuing entitlement to benefits, and the payment amounts thereof.
- Establish benefits and make payments through the system or Single Payment System (SPS). Initiates and responds to telephone contacts, including the 800 number, to resolve issues or discrepancies and/or explain or obtain information.
- Examine incoming messages, determinations of awards, annual earnings reports, work notices, death notices, student forms, and a variety of other incoming information in a folder-less and paperless environment; In many cases, the correspondence and forms often require more than one action be taken.
- Determines whether additional information is needed from SSA records systems (e.g., online databases, the claims record, etc.) and other sources to complete the necessary action and acts to retrieve that information based on contents and accessibility of such systems.
- Identifies the need for and makes determinations to re-entitle and continue entitlement for previously entitled beneficiaries, such as life to survivor benefits, student benefits, disability to retirement benefits, young spouse to aged spouse benefits, and disabled widows to widows' benefits.

Contact Center Products & Services Banker, Supervisor

Regions Bank | January 2012 - September 2017

- Research and analyze companywide products to ensure compliance with banking industry regulations.
- Follow-through on customer inquiries, requests, or complaints.
- Drive results while meeting and exceeding monthly sales objectives.
- Coach team member performance and develop needed skills to be successful.

Universal Sales Representative

AT&T Corporation | July 2004 - November 2011

- Provided outstanding customer service while meeting and exceeding monthly sales objectives
- Sold multiple products including wired and wireless service, broadband internet, and television

Education

Bachelor of Science in Human Resource Management

Faulkner University at Montgomery, AL

Key Skills

- Self-Starter
- Excellent Communication Skills
- Strong Relationship Building
- Project Management
- Risk Management
- Sales & Service

REFERENCES AVAILABLE UPON REQUEST