

BIBI CADE

St. Robert, MO | 208-386-0307 | bibicade@yahoo.com

Experience

HOSPITAL SWITCHBOARD OPERATOR | LOWER KEYS MEDICAL CENTER | DEC. 2021 – FEB. 2024

- Managed the switchboard for a 167-bed acute care hospital, connecting staff and patients to each other and to external callers.
- Maintained phone logs for incoming and outgoing calls to support care coordination with other health organizations, ensuring legal compliance standards.
- Called codes for the hospital, ensuring a coordinated response to emergent situations
- Updated and standardized the operating procedure manual for all hospital codes that was dispersed to all hospital personnel.
- Connected hospital staff with community providers to support care coordination for patients.
- During phone system upgrade, provided training to fellow staff to support a seamless transition and ensure that there were no lapses in vital hospital communications.

SENIOR SALES COORDINATOR | COLEMAN HOMES, A TOLL BROTHERS COMPANY | FEB. 2016 – JAN. 2018

- Audited all Purchase and Sale agreements prior to submission to ensure 100% accuracy.
- Maintained proactive weekly communication with over 45 homebuyers, providing updates and addressing any needs as their homes were under construction.
- Coordinated with all relevant parties to ensure a smooth and effortless transaction, including buyers, agents, title, lending, appraisers, inspectors, warranty, drafting, purchasing, and construction managers.
- Promoted to Senior Sales Coordinator within 12 months after being recognized for excellent customer service and attention to detail.
- Consistently received exceptional scores on public Guild Quality® surveys.

CLIENT SERVICES REP | LYSI BISHOP REAL ESTATE | FEB. 2014 – FEB. 2016

- Maintained daily communication logs of both internal and external calls including those with current homeowners, agents, and prospective buyers and sellers.
- All prospective buying and selling leads were handled within 24-hour goal timeframe to ensure client satisfaction.
- Ensured our sellers were getting their highest and best offers by maintaining contact with agents who had previously shown their homes.

CUSTOMER SERVICE REP | CITI-CARDS, SEARS PORTFOLIO | OCT. 2012 – FEB. 2014

- Consistently maintained and exceeded goals in relation to average call times, sales and account retention.
- Effectively simplified information to help customers understand the application process, and identified opportunities to gain client agreement and trust in every interaction.
- Received manager recognition for maintaining higher than average sales goals on no fee credit card products as well as account closure retention.
- Promoted to team lead within 12 months and became responsible for new hire training opportunities, as well as current team member coaching support, in addition to existing duties.

LEASING AGENT | LA QUINTA RESORT | MAR. 2008 – OCT. 2012

- Streamlined process for check-in with our guests as well as the inventory lists done before and after stays.
- Promoted from leasing reservationist to leasing agent within first year of employment due to excellent multitasking and customer service skills.
- Organized daily, weekly, and monthly stays with guests and homeowners and provided customized guest services to meet all spoken and unspoken customer needs.
- Maintained constant contact with guests throughout their entire stay to ensure satisfaction with their accommodations and to proactively address any issues that may arise.

Education

BACHELOR OF SCIENCE- HEALTH ADMINISTRATION, MINOR MANAGEMENT – OLD DOMINION UNIVERSITY

- August 2022 - Current

ASSOCIATE OF SCIENCE- HEALTH ADMINISTRATION – THOMAS NELSON UNIVERSITY

- August 2018 - June 2021

Certifications

IDAHO LICENSED REAL ESTATE AGENT | AUGUST 2015 – JANUARY 2017

- Member: National Association of Realtors®

CALIFORNIA LICENSED REAL ESTATE AGENT | APRIL 2008 – NOVEMBER 2012

- Member: National Association of Realtors®