

JEREMY HOOVER

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Driven customer success professional with a technology background and passion for providing world class customer service and client support that would excel as a Customer Success Manager.

WORK EXPERIENCE

Client Success Manager / Broker - Latest Realty - Midland, MI (October 2018 - Present)

- > Onboarding clients to be successful selling their home utilizing our platform and agent assistance.
- > Advise, support, and advocate for FSBO clients with strategy calls, coaching, and web/phone support.
- > Answer client questions, review contracts, and suggest negotiation tactics in custom ticketing system.
- > Daily reporting and check-ins to drive the process, maximize service value, and customer experience.
- > Invest in client success and provide positive feedback to mitigate churn and retain customer loyalty.
- > Lead generation, lead conversion, social media and email marketing, and digital content creation.

Team Leader / Client Support / Realtor - Modern Realty - Midland, MI (July 2015 - October 2018)

- > Develop and implement systems and repeatable processes to streamline operations and production.
- > Manage and inspire a team of agents by setting ambitious, but attainable goals in Real Estate Sales.
- > Lead trainings to develop agent's skills, introduce new software and processes, and achieve goals.
- > Coaching agents through challenges in listing, pricing, negotiation, inspection, appraisal, and closing.
- > Served as technology advisor, trainer and IT support for 50+ real estate agents and staff.
- > Web design, social media and email marketing, digital content creation, and software implementation.
- > 2015 Midland Board of Realtors Rookie of the Year selling 29 homes in the first 6 months.

Web Technologies Programmer - Mid Michigan College (May 2011 - August 2014)

Web Manager - Clare-Gladwin RESD (January 2008 - May 2011)

Webmaster - Delta College Corporate Services (August 2006 - January 2008)

Web Tech/Help Desk - Delta College (August 2002 - August 2006)

SKILLS

Customer Success Skills: Strong and Professional Communicator, World Class Customer Service, Onboarding Optimization, Client Education and Advising, Ability To Reduce Customer Churn, Conflict Resolution, Problem Solving, Embrace Challenges, Invest In Relationships, Patience, Rapport Building, Self-Starter, Be The Customer Voice, Create and Implement Success Processes, Interface with Tech

Business Skills: Strong Work Ethic, Positive Attitude, Thrive in Team Environment, Excellent Adaptability, Constant Learner, Professional Sense of Humor, Team Coaching And Mentorship, Negotiation, Client Escalation Support, Lead Generation, Lead Conversion, Process Optimization

Technology Skills: CMS Management, Social Media Administration, CRM Administration, Slack, HTML, CSS, Javascript, jQuery, PHP, MySQL, SQL, Github, Wordpress, G-Suite, Office, Remote Experience

EDUCATION

Delta College - University Center, MI

A.A. Associates Degree, Focused in Web Information Technology