

# Felita Phillips

## Work Experience

### **2013 - Present                      Bankers Life, Calverton, MD**

#### **Insurance Agent**

- Responsible for the overall operation of a fully computerized insurance business serving Maryland and the District of Columbia.
- Provide strategic and financial planning, counseling and general needs analysis.
- Specializing in the sale of Medicare Supplements, Medicare Advantage Plans, various life insurance products and long term care insurance.
- Good organizational skills is essential
- Excellent verbal and written communication/interpersonal skills

### **2004 - Present                      Black Pearl Properties, Inc. Silver Spring, MD**

#### **Office Manager**

- Responsible for the overall operation of a fully computerized general real estate company serving Maryland and the District of Columbia.
- Strategic and financial planning, legal and brokerage management and personnel training and development
- Specializing in the sale of government owned properties and Financing programs such as the HUD 203K rehabilitation loans.
- Work with developers, architects, and contractors and governmental licensing authorities. Ensures compliance with LIHTC/Tax Credit guidelines.
- Property Manager for Federal Deposit Insurance Corporation (FDIC) properties in the state of Maryland.
- Supervises in maintaining the grounds and landscaping of managed property.
- Supervises the daily operations and interacts with the Service Coordinator.
- Reviews and monitors accounts receivable.
- Ensures proper condition of unit and sites through inspections; inputs inspections into computer.
- Prepares, reviews, and approves requests for payment by vendors and contractors.
- Organizes, updates, and maintains client files according to HUD regulations and guidelines.
- Enforces leases.
- Maintain the inventory and purchasing for community equipment.
- Identifies all repairs and improvements needed for budgeting and modernization purposes.
- Prioritizes and disperses work orders; assigns to staff.
- Makes decisions as to work order requiring outside contract; inspects contracted work for quality.

### **2008 - 2011                      Horton and Barber Construction, Washington, DC**

#### **Project Manager**

- Responsible for the overall implementation of projects.
- Analyzing costs, Acquisitions of materials and supervision of workers. Responsible for all aspects of construction projects including; on-site management, coordination of subcontractors, OEM installers and customer representatives.
- Ensure all assigned projects are completed according to mutually agreed upon timeline of customer.
- Ensure District and/or Program and Project Managers and customers are aware of issues that will impact

project completion or cost.

- Ensure all work is conducted in accordance with policies and procedures in support of objectives.
- Overseeing projects from start to finish.

**1982 – 2004 Pearl Properties, Inc. Silver Spring, MD**

**Office Manager**

- Responsible for the overall operation of a fully computerized general real estate company serving Maryland and the District of Columbia.
- Strategic and financial planning, legal and brokerage management and personnel training and development
- Specializing in the sale of government owned properties and Financing programs such as the HUD 203K rehabilitation loans.
- Work with developers, architects, and contractors and governmental licensing authorities.
- Property Manager for Federal Deposit Insurance Corporation (FDIC) properties in the state of Maryland.

**Program Manager**

- Involved in different levels with various planning and operational aspects of a general real estate brokerage and property management firm.
- Participated in the preparation of multifamily rehabilitation project grant requests and instrumental in the management of the HUD REAM contract in Ohio and Connecticut.
- Conducted a study of private and government sector foreclosure programs.

**1997 – 1999 Department of Consumer and Regulatory Affairs, District of Columbia**

**Scheduler, Office of Adjudication**

- Created an efficient way of tracking all case files.
- Computerize scheduling functions.
- Schedule and coordinate all Tenant Petitions and Special Hearings.

**Program Specialist, Office of Information Systems**

- Assist the Chief in overall office management and program development.
- Create and develop time saving computer programs.

**Policy Coordinator, Office of the Director**

- Assist the Director in administrative and support functions associated with a variety of operational modes, policies, procedures and statutory requirements of Department programs.
- Analyze subjects and issues and recognize differences and actions to be taken or responses to be made.
- Financial management including budgeting processes, expense reports, invoice processing and reconciling, etc.)
- Superior organizational skills and ability to multi-task and balance competing timelines
- Respond adeptly to rapidly changing priorities

## **Education and Training**

B.A. Economics, University of Maryland, College Park, 1992

Licensed Real Estate Broker, State of Maryland, 1993

Licensed Real Estate Broker, District of Columbia, 1993

Maryland Graduate Real Estate Institute (GRI), 1993

## **Extracurricular Activities**

Coach, Stone Ridge School of the Sacred Heart JV Soccer Team ( Bethesda, MD) 2000- 2007

Player-Manager, Maryland State Soccer League 1988- Present

Regional Judge, NAWIC National Block Kids 1995

American Gladiators (Hollywood, CA) 1994

Coach, Soccer Tots (Bethesda, MD) 1993- Present

## **Professional Memberships**

Greater Capital Area Association of Realtors

Metropolitan Regional Information Systems

## **References**

Available Upon Request