

## Christina Luong

COMMUNICATIONS &  
CUSTOMER RELATIONS

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Charlotte, NC, 28208

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### PROFILE

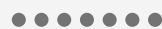
Detail-oriented leader who thrives in a fast paced, deadline driven environment. With a combination of strong interpersonal, administrative, and leadership skills, I have led teams and organizations to successful outcomes in sales, marketing, & project management initiatives.

### SKILLS

Project Management



Problem Solving



Highly Adaptive



Leadership



## WORK EXPERIENCE

### POST CLOSE LEAD

**Churchill Title Solutions (AHT)** Aug 2020- Nov 2021

- Manage and assist a team of 4 to successfully process lender documents to close and disburse funds
- Research and verify the accuracy of documentation such as property title records, property ownership, public records, deeds, surveys, contracts, and agreements needed to produce a clear title
- Have basic understanding of all closing and settlement documents, including escrow agreements, HUDs & Closing Disclosures, and deeds
- Certified loan signing notary in NC
- Resolve any discrepancies to ensure quality customer service from closing 500-2,000 file per month

### OWNER - MANAGE, MARKETING & SOCIALS

**Dearluong**

Apr 2018 - Current

- Ongoing 3 years' of experience in building a high performing selling online environment that is committed to exceeding customer's expectations and delivering the highest level of customer service at all times
- Experience in digital marketing and advertising in a B2C marketplace to produce an increase in follower base, value-felt engagement, and high rate of retention
- Implement short/long range organizational goals, objectives, strategic plans, campaigns, and operating procedures

### LEASING CONSULTANT

**Village at Charlotte Apt**

Apr 2018 - Feb 2019

- Conducts all functions necessary to close the sale, including making appointments, generating new leads, conducting tours, maintaining model units, and all necessary follow up needed
- Assist in developing and implementing resident retention programs (i.e. resident functions, special promotions, monthly newsletter, etc.)
- Manage excellent customer service and monitor service request turnaround and responsiveness

## EDUCATION HISTORY

**Bachelors in Communications-  
Mass Media**

Aug 2016 -May 2020

**University of North Carolina at Charlotte**

-Academic excellence in journalism, public relations, marketing

**Associate in  
Fashion-Product Design  
Meredith College**

Aug 2015 -May 2016