

Resume

ANGELA S. HAAS

Summary:

A graduate of Conflict Management and Mediation Advanced, a Licensed Realtor and business professional with 40 years serving clients in all aspects including sales, negotiating, conflict resolution, Customer service and management.

Key Strengths:

- *Conflict management
- *Exceptional team player
- *Results oriented
- *Strong organizational skills
- *Open minded, positive
- *Intuitive
- *Problem solving ability
- *Excellent strategist – can think outside the box
- *Can see and understand both sides of a situation
- *Excels at developing and coaching others
- *Encouraging and upbeat
- *Strong capacity to perceive and understand the feelings of others

Education:

University of Waterloo / Conrad Grebel University College Certificate in Conflict Management and Mediation – Advanced – 2011

York University – St. Stephens House – Mediation workshop -1997

Licensed Realtor with Ontario Real Estate Association – 1998

Concordia University, Montreal, Diploma in Hospitality Management – 1989

Consistent updating of courses on customer service, dealing with difficult clients, conflict and negotiating.

WORK EXPERIENCE:

Right At Home Realty, Inc. Brokerage 1998-Present

Advantage Plus Realty, Inc. Brokerage

Sales Representative/Independent Contractor

Customer Service/Management within various organizations including: 1982-1997

Par-Pak Ltd., Brampton, Ontario

North America Packaging Ltd., Oakville, Ontario

Tim Horton Ltd., Oakville, Ontario

Pratt & Whitney Canada, Longueuil, Quebec

Volunteered to help build a home with Habitat for Humanity and in the position of family selection for 4 years. Met with families to assess their current living situation and discuss the process for applying for a home with Habitat. My role also included communicating the decisions made by Habitat which was very sensitive and difficult at times.