

# Erin Moussa

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## EXPERIENCE

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### **Realty USA/Howard Hanna Real Estate Services, Oneonta NY**

**2015 - 2022**

*Family owned and operated, RealtyUSA was the #1 broker in the state of New York, and ranked 9th in the country. In 2016, Realty USA merged with Howard Hanna Real Estate Services to form America's 3rd largest real estate company and the #1 independently-owned brokerage in the nation.*

#### **Award Winning Talent Acquisition & Career Development Specialist (March 2015-December 2018)**

- Sought out and recruited to serve in this leadership role with only 5 months of real estate experience.
- Proactive recruiter and trainer who in less than 18 months, grew 5 underperforming offices by 74%, doubling our next competitor's volume \*\*Brand new agents accounted for 46% of gross revenue.
- Won quarterly awards by surpassing recruitment and volume goals - consistently ranked at the top of Realty USA Southern Tier offices.
- Collaborated with managing broker/s to develop full-cycle recruiting campaigns and systems that included sourcing, screening, interviewing and training systems to attract experienced and prospective agents while supporting them before, during, and after the recruiting process.
- Organized/co-organized social and training events on local, regional, and statewide levels.
- Instrumental to the successful merger of Realty USA and Howard Hanna Real Estate Services by attending regional and statewide management trainings and in turn, providing training and support to local agents.

#### **Licensed Real Estate Professional**

***5 Star Agent on Zillow; 4 Time Gold Level Sales Award; 4 Time President's Council Member; Leading By Example Winner; Top Mortgage Agent; Shining Star Award; Silver Level Sales Award***

- Ranked 8th in MLS after only 8 months in business.
- Excelled in customer service and driving ideas from concept to completion by fostering and maintaining genuine connections and communication with buyers, sellers, agents, attorneys, inspectors, contractors, business owners, banking, and code enforcement professionals.
- Awarded company distinctions of Luxury Properties Specialist; Homes of Distinction Specialist.
- Disrupted marketing status quo by co-producing and starring in real estate marketing videos featuring unique listings.
- Approached by a casting producer of HGTV's "Lakefront Property Hunt".

### **Power of the Pack, Oneonta NY**

**2011-2017**

#### ***Founder and Leader-AKA Alpha***

***Awarded The Unsung Hero Award by the Daily Star Newspaper (2013)***

- Lead annual "Packs" of new runners through a free 15 week Couch to 5K program.
- Utilized personal experience of becoming a new runner to motivate, support, and facilitate Pack members in their development of fitness knowledge and self-acceptance while learning to build friendships with other runners and draw strength from the "Power of the Pack".
- Developed routes according to intervals while coaching participants through short & long term goals.
- Self-taught and developed a Facebook Business Page to make the program accessible to followers across the world.
- Well over 100 people successfully completed their first 5K.

### **Pit Run Race Committee, Oneonta, NY**

**2013 - 2016**

*In 1994, Ricky J. "Pit" Parisian, a 34-year-old New York State Trooper, was killed stopping an armed robbery while off duty and grocery shopping with his wife. Ricky's wife and siblings created the Ricky J. Parisian Scholarship Fund in his honor. The Pit Run is a major community event and draws 1000s of people to participate in 10K/5K runs, kids' fun run, 2 mile walk/stroll, or simply to cheer everyone on. The original race committee announced their intentions of retiring after the 20th Pit Run, to be held in 2014. Pit Run continued on with a new committee formed almost entirely of new members.*

#### **Sole Director; 22nd Annual Pit Run (2015 to 2016)**

- Lead, oversaw, and motivated committee members to host the most profitable race to that date, with 75% increase from the year before.

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- Spearheaded the creation of marketing and organizational systems that effectively defined and delegated committee roles increasing productivity, accountability, and communications between committee members and to the public.
- Obtained all local and NY State DOT permits as well as maintaining USA Track and Field certification, which sanctions the 10K route and makes it a nationally approved/qualifying road race for competitive and professional runners.
- Collaborated with the directors of 2 other nonprofit races to create the *OTown Triple Crown*; a 3 part race series allowing races to share resources and marketing costs and resulted in increased participation in all 3 events.

## ***Co-director; 21st Annual Pit Run (2014-2015)***

- Collaborated with fellow co-director in organizing and communicating with the foundation's board of directors, fellow Pit Run committee members, NY State Police, City of Oneonta & Oneonta State College emergency and transportation officials, USA Track and Field requirements, timing company, sponsors, volunteers, participants, supporters, vendors and food catering.

## ***Assistant Race Director; 20th Annual Pit Run (2013 to 2014)***

- Recruited to shadow and assist the retiring director of 20 years with the understanding of becoming co-director of the new committee set to take over in 2014-2015.
- Overhauled the very basic Facebook Page.

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## **ADDITIONAL EXPERIENCE**

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### **Otesaga Resort - AAA Four-Diamond Hotel, Cooperstown, NY November 2019 - Present**

#### ***Waitress; Part time***

- 1909 Fine Dining Steakhouse; Hawkeye Bar and Grill; Catering & Events.
- Maintained high standards of customer centric service during high-volume, fast-paced operations.
- Earned numerous positive customer written reviews consistently ranking at or near the top of the monthly counts.
- Starred in an employee recruitment video (posing as a housekeeper).

### **Keller Williams Upstate NY Properties, Oneonta NY**

**September 2014 - March 2015**

#### ***Licensed Real Estate Professional***

- Ranked 8th in MLS in closed sales after only 5 months in the real estate business world.
- Conducted trainings for owner/brokers and veteran agents focusing on technology, marketing, and company resources.

### **Morris Central School, Morris NY**

**September 2001 - June 2014**

#### ***Elementary School Teacher Grades 2-4 & 6th***

***Earned highest rating of Highly Effective on teacher's assessment rubric (2014).***

- Fostered an unconditionally safe, supportive, challenging, and loving classroom environment rooted in technology and fostering communication and accessibility to parents and caregivers.
- Developed and continually monitored students' programs by managing/coordinating staff and resources across the classroom, school, home, and medical communities seeking resources and/or specialists as needed.

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## **EDUCATION**

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***Masters of Science in Literacy, Reading Specialist (2004)***

Binghamton University, Binghamton, NY

***Bachelors of Science in Elementary Education (1998)***

State University College at Oneonta, Oneonta, NY

***Licensed Real Estate Professional (2014)***

Manfred Real Estate School of New York, Online

***Group Fitness Instructor (2011)***

ACE Fitness, Oneonta YMCA, Oneonta, NY