

Nancy Carlson

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SUMMARY

Excellent negotiation, project planning, analytical skills. 10+ years experience managing Customer Service operations and technical support staff in telecommunications and medical device manufacturing organizations. 15 years experience in residential and commercial real estate sales.

EXPERIENCE

Intero Real Estate Services (a Berkshire-Hathaway Affiliate) 2003-current

- Sales performance increasing to top 2% of agents in 2015
- Member of invitation-only Top Agent Network for *Santa Clara West*
- Certified EcoBroker®
- 62 five-star client reviews since 2003
- Los Altos/Mountain View District Council Member since 2009
- National Association of Realtors, California Association of Realtors, Silicon Valley Association of Realtors

Amira Medical (a Roche Diagnostics Company), Scotts Valley, CA 1998 – 2002
Director of Customer Services
Coordinated contract and in-house Customer Operations functions.

Enact Health Management Systems, Mountain View, CA 1996 – 1998
Director of Customer Operations
Managed technical support functions for consumers and healthcare professionals.

Aspect Telecommunications, Inc., San Jose, CA 1995 - 1996
End User Support Manager, Information Technology
Managed U.S. Desktop Support Services, acquisition of computers and peripherals, established configuration standards and launched new corporate operating systems.

LifeScan, Inc. (a Johnson & Johnson Company), Milpitas, CA 1988 -1995
Customer Services Operations Manager
Created Operations function – database development, performance metric reporting.
Technical Services Manager
Coordinated technical support and training functions in a 24x7 high-volume call center.
Quality Assurance Manager
Managed Quality Assurance, Quality Control and Quality Engineering functions.

Monoclonal Antibodies, Inc., Sunnyvale, CA 1987 - 1988
Quality Assurance Manager

Cornish & Carey Commercial Real Estate, Palo Alto, CA. 1985 - 1987
Commercial Sales and Leasing, Mid-Peninsula

EDUCATION

University of California, Berkeley, CA
BA, Cellular Biology