

Mellisa Comes

Hanover Park, IL, 60133

630-622-6001 • mcomes2@gmail.com • www.linkedin.com/in/mcomes

Objective: Mortgage Broker-Originator

15 + Years Business-Managerial Know-How | Seasoned Negotiation Skills | Relationship Building

Skilled professional with deep knowledge of housecleaning, building structures, and buying motivations relating to home ownership. **Pre-licensed and currently passed the NMLS exam**, looking to pivot from housecleaning and maintenance work to becoming a **mortgage broker-originator**. Developed superior relationship-building and negotiation expertise by running and managing cleaning services. Partnered with real estate agents and local bank officers. Planned and maintained a high level of housekeeping and cleanliness for distressed properties.

CORE SKILLS

Customer Service & Sales • Telephone & Listening Skills • Negotiation & Relationship Building • Pre-Licensed & NMLS Completed Home & Building Structures Knowledge • IICRC House Cleaning Certified & Ongoing Industry Education • Estimates & Contracts Hardwood Floors & Stained-Glass Cleaning Expertise • Team Training & Supervision • Writing & Presentations • Rates & Terms

Mellisa was instrumental in increasing the sales price by 10% for our distressed real estate. She has highly developed relationship-building skills. I highly recommend her- James McLaughlin, Bank Officer, The O'Hare Bank.

CAREER PERFORMANCE HIGHLIGHTS

- 10% increase in the value of distressed properties through a comprehensive cleaning plan and effective relationship building with **real estate agents and bank officers**.
- 40% increase in cleaning project sales due to outstanding quality and **project management expertise**.
- 70% of Cleaning and More house cleaning service customers gave 5-star ratings, with a 90% repeat business rate.

PROFESSIONAL EXPERIENCE

Cleaning and More, Hanover Park, IL

2018-Present

Local housecleaning firm, serving the North West suburbs.

Cleaning Firm Owner

Handled day-to-day operations of housecleaning firm, including hiring staff, conducting job estimates, and guaranteeing a high-quality cleaning performance. Exceeded customer expectations by earning five-star reviews for over 70% of jobs undertaken. Performed training of staff in line with IICRC House Cleaning Technician certification guidelines. Cleaned properties for sale and foreclosure to protect and enhance their value.

- Increased the value of distressed properties by 10% with effective cleaning of kitchens, hardwoods, and bathroom areas.
- Partnered with real estate agents and local bank officers to effectively plan the cleaning of distressed properties, resulting in the properties being on the market three months sooner.
- Boosted sales by 40% from 2019 to 2022 due to superior cleaning results and quality.
- Retained over 80% of the business during the COVID-19 crisis with safety protocols to ensure staff/customer protection.
- Requested to give cleaning advice for homeowners looking to sell and bank officers handling distressed properties.

Mellisa Comes
Cleaning Pros, Geneva, IL

2009-2018

Local cleaning company, based in Geneva, IL

Business Manager, 2011-2018

Directed cleaning business and work planning, handling large and complex projects. Engaged cleaners and applied checklists to ensure work completion. Conducted sales calls to prospective customers, winning praise for detailed and accurate job costing and project estimates. Commercial contracts included daily hotel room cleaning, carpet, and general cleaning for banquet halls.

- Promoted to the business manager to run operations in 2011.
- Produced a 30% increase in business due to customer retention and effective sales strategies for 2011.
- 85% customer retention, with customer praise for high-quality cleaning results and meeting deadlines.
- Satisfied the most demanding customers by project updates/planning, resulting in no chargebacks for 2017/2018.

Staff Cleaner- Cleaning Crew Leader, 2009-2010

Hired as a staff cleaner to do a variety of cleaning duties, including housecleaning and office cleaning. Given additional responsibilities to clean commercial properties, post-construction cleaning, and carpet cleaning. Selected to supervise small crews and later manage the entire cleaning operation, including sales and estimates. Promoted to general manager in 2011.

- Helped put a house up for sale three months earlier, for an elderly client with dogs, by comprehensive carpet cleaning.
- Engineered staff training on having kitchens and hardwood floors sparkle, with effective cleaning materials and techniques.

EDUCATION-CERTIFICATION & LICENSURE

Bachelor of Science, University of Illinois, Urbana-Champaign, IL

National Mortgage License System (NMLS) Licensed (number 87564)

Project Management Professional (PMI) certified (number 0X978)

Bonded and Insured

IICRC House Cleaning Technician Certification