

CYNTHIA M. PARKER

Henderson, NV | 702-350-2655 | cynthiamparkerNV@gmail.com | [linkedin.com/in/cynthiamparker](https://www.linkedin.com/in/cynthiamparker)

PROFESSIONAL SUMMARY

Customer experience and sales leader with 16+ years of customer-facing accountability across federal service, law enforcement, and business ownership. Currently Customer Service Team Lead for the U.S. Small Business Administration Office of Disaster Recovery and Resilience, owning service standards, data quality, and daily performance reporting to senior leadership. Previously built and ran a real estate brokerage for 16 years, growing sales at a 16% compound annual rate and earning RE/MAX Hall of Fame recognition, top 20% of the network.

CORE COMPETENCIES

Customer Experience Strategy | Service Standard Design
Customer Success | Retention, Renewal, Advocacy
Account Management | Consultative Solution Selling
Team Leadership | Coaching, Onboarding, Training
KPI Development | Pipeline & Performance Reporting
Process Improvement | Queue & Escalation Management
Microsoft Dynamics 365 Customer Service Hub | CRM
Microsoft 365, Excel, PowerPoint, Teams, Outlook
Remote Team Operations | Stakeholder Management

PROFESSIONAL EXPERIENCE

U.S. SMALL BUSINESS ADMINISTRATION ODR&R | FOC-West, Remote

Customer Service Team Lead

12/2024 - Present

- Led an intake and staffing redesign that moved needs determination ahead of check-in, routing each survivor once to the correct representative in the agency or to a partner agency, improving service delivery efficiency 25% and cutting average response time 20%.
- Lead a remote field customer service team through daily huddles, goal and coverage assignments, onboarding of incoming staff, and end-of-day debriefs that turn recurring issues into process changes.
- Compile and report daily performance metrics to senior leadership across case volume, appointment throughput, outreach contacts, and issue resolution.
- Serve as the sole authorized approver for case data corrections, auditing completed records for outcome coding accuracy to maintain reporting integrity across 1,000+ cases.
- Configured the Dynamics 365 Schedule Board across multiple deployments, structuring walk-in and scheduled queues and coverage assignments, improving scheduling efficiency 15% within two months.

RE/MAX LEADERS/ALLIANCE COLORADO | Denver Metropolitan Area

Real Estate Broker-Small Business Owner

09/2006 - 11/2022

- Owned and operated a real estate brokerage for 16 years, closing 225+ transactions and roughly \$67M in volume while earning RE/MAX Hall of Fame recognition, top 20% of the network.
- Grew sales at a 16% compound annual rate, increased transaction volume 46.6% over a four-year period, and raised revenue 36% across the same period.
- Hired, onboarded, trained, and directly managed a transaction coordinator from 2013 to 2022 and a buyer's agent from 2015 to 2019 as principal broker of a three-person team.
- Mentored and facilitated a peer accountability group of 5 to 8 agents, tracking individual metrics and running structured reviews of wins and missed opportunities.

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- Held 98% client satisfaction and 100% deadline compliance across transaction pipelines managed in CTM eContracts, Lone Wolf back office, and other CRM platforms, and grew client referrals 50%.

UNITED STATES CAPITOL POLICE | Washington, DC

Police Officer

05/1999 - 06/2006

- Provided front-line public service to visitors, staff, and members of Congress at the United States Capitol, applying de-escalation in high-scrutiny situations.
- Produced incident documentation held to evidentiary standards, where an error in the record carried consequences well beyond the report itself.

VOLUNTEER EXPERIENCE

AARP FOUNDATION | Las Vegas, NV

Tax Aide Tax Counselor & Scheduler (Volunteer)

12/2023 - 05/2024

- Prepared and reviewed tax returns for hundreds of low to moderate income individuals and older taxpayers as an IRS-certified volunteer counselor, maintaining full accuracy and compliance with federal filing deadlines.
- Authored reusable process and required-document templates with links to SSA and State of Nevada resources, delivered by email and text, raising throughput 31% across the season in a remote call center environment.
- Scheduled taxpayer appointments against counselor coverage and confirmed required documentation in advance, reducing repeat contacts and shortening handling time at the appointment itself.

BUSINESS NETWORK INTERNATIONAL | Greenwood Village, CO

Chapter President / Vice President / Growth Coordinator (Elected, Volunteer)

09/2011 - 01/2019

- Served consecutive elected terms as Chapter President, Vice President, and Growth Coordinator, owning chapter governance, recruitment, and member development.
- Grew chapter membership 52.7%, from 36 to 55 members, across a two-year Vice President and President tenure.
- Onboarded and trained incoming members on the referral process and held them to a measurable contribution standard.

EDUCATION

Bachelor of Arts, Sociology / Criminology / Philosophy | Morgan State University, Baltimore, MD

CERTIFICATIONS

Applied Business Science, Concentration in Business Analytics | UNLV Continuing Education, 08/2023

Certified Scrum Product Owner (CSPO) | Scrum Alliance, 10/2022

Uniformed Police Training Program Certificate, 512 Hours | FLETC