

CYNTHIA (CINDY) NEUBAUER

Maple Ridge, BC | 604-833-6840 | [Email Address]

Professional Summary

Dynamic and results-driven professional with over 30 years of experience spanning **real estate, business ownership, sales management, and client relations**. Known for exceptional communication, negotiation, and leadership skills, with a proven record of building high-performing teams and driving multimillion-dollar sales growth. Currently seeking a **part-time remote position** where dedication, professionalism, and customer focus can make an immediate impact.

Professional Experience

Licensed Real Estate Agent

Team 3000 Realty – Maple Ridge, BC | Sep 2023 – Present

- Provide full-service real estate representation for buyers and sellers throughout the Lower Mainland.
- Deliver market analysis, pricing strategy, and personalized client guidance to ensure smooth transactions.
- Leverage extensive local market knowledge to foster trust and long-term relationships.

Licensed Realtor

eXp Realty – Maple Ridge, BC | Aug 2016 – Sep 2023

- Managed residential sales, negotiations, and property marketing campaigns.
- Achieved high client satisfaction and repeat business.
- Adapted to changing markets using innovative digital marketing tools and virtual platforms.

Account Executive

Metasoft Systems Inc. – Vancouver, BC | Apr 2015 – Jun 2016

- Sold fundraising and grant-management software to U.S. non-profit organizations.
- Cultivated strong client relationships that generated referrals and renewals.
- Identified upgrade opportunities to enhance customer satisfaction and retention.
- Collaborated remotely with internal teams to improve client engagement and outreach.

Sales Consultant

Grupo Vidanta – Nuevo Vallarta, Mexico | Nov 2013 – Apr 2015

- Conducted high-value sales presentations for luxury fractional Private Residence Club ownerships.
- Built a strong referral network and repeat client base.
- Ranked among the top 5% of all sales professionals during the 2012–2013 fiscal year, exceeding \$1M USD in net sales.

Account Executive

Metasoft Systems Inc. – Vancouver, BC | May 2011 – Oct 2013

- Promoted software solutions to U.S.-based non-profits; consistently exceeded performance targets.
- Strengthened long-term customer relationships and secured upgrade contracts.
- Delivered presentations and product training remotely.

Financial Advisor

Edward Jones – Kelowna, BC | Feb 2008 – Jan 2010

- Provided personalized financial planning and investment strategies to individual clients.
- Expanded client base through community outreach and educational seminars.
- Delivered client-focused service grounded in trust and ethical standards.

Franchisee Owner / Operator

SureSlim – Kelowna, BC | Sep 2005 – Feb 2008

- Negotiated franchise purchase, lease, and build-out; led all business operations.
- Directed marketing initiatives across print, radio, and digital channels.
- Managed sales presentations, client counseling, and staff training for a team of five.
- Served as National Advertising Committee President; achieved annual sales near \$500,000 CAD.

Franchisee Owner / Operator

DirectBuy – Vancouver, BC & Bothell, WA | Feb 1999 – Jun 2005

- Managed dual-location franchise operations with annual sales exceeding \$6M USD.
- Oversaw leasing and 14,000-sq-ft build-outs.
- Directed marketing campaigns across television, radio, and print.
- Recruited, trained, and managed teams across customer service, telemarketing, and sales (30+ staff).
- Consistently ranked among Top 5 Internationally out of 160+ franchise locations.

District Manager / Store Manager

Please Mum – Lower Mainland, BC | Sep 1996 – Sep 1999

- Oversaw operations for five retail stores; conducted management and staff performance reviews.
- Traveled nationally to train new franchise owners in merchandising, operations, and POS systems.
- Strengthened leadership, training, and operational management skills.

Licensed Real Estate Agent

RE/MAX – Maple Ridge, BC | Mar 1991 – Aug 1996

- Represented clients in residential property sales and purchases.

- Delivered consistent service excellence, leading to strong referral and repeat business.

Business Owner / Operator

Kritters Pets – Maple Ridge, BC | Apr 1985 – Jun 1990

- Owned and operated a successful independent retail business.
 - Handled all purchasing, marketing, staffing, and customer service functions.
 - Built a loyal local customer base through community engagement and personalized service.
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Core Skills

- Sales & Negotiation Strategy
 - Client Relationship Management
 - Remote Sales & Communication
 - Business Development & Marketing
 - Leadership & Team Training
 - Franchise Operations
 - Real Estate Transactions
 - Customer Retention & Upselling
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Licenses & Certifications

- Licensed Realtor – British Columbia
- Former Financial Advisor – Edward Jones

