

# MARY FOSTER

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**CHANGE MANAGEMENT ▪ OPERATIONS ▪ RESEARCH & ANALYSIS ▪ RELATIONSHIP MANAGEMENT**

Cross-functional expertise with proven success in transforming chaotic environments and processes into efficient and smooth-running operations. Solid interpersonal skills, able to meet communication needs of professionals both upstream and downstream, with specific expertise in relationship-management, job training, and issue resolution. Intuitive researcher, leveraging 10+ years' legal experience, able to dive into topics and understand concepts from the root upwards. Focused on transferring experience in law to operations and performance-management position.

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## CORE COMPETENCIES

Project Management  
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Recruiting & Training  
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Conflict Resolution  
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Negotiations  
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Time Management  
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Investments & Purchasing  
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Real Estate  
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MS Office & Online  
Research

## PROFESSIONAL EXPERIENCE

**Dryer & Apple, PLLC**, New York, NY, 2005 – 2008

Worked in this commercial real estate transaction firm representing five loan officers on 50 individual, \$500K - \$25M deals simultaneously. Served as buffer between senior partner and staff, enabling quick resolution of potentially sensitive issues. Proposed new hiring strategies to improve staff retention and led interviewing and hiring recommendations. Researched properties including surveys, financial records, and state and city records.

- Expanded commercial loan business 20% by transforming antagonistic relationships with loan processors into 'partnerships' with immediate and responsive service.
- Slowed staff turnover 75% by refining hiring practices and establishing clear performance expectations.
- Closed 20 – 30 deals monthly, bringing in \$500K – \$2M each.
- Established formal policies and procedures covering office tasks, client wires and payments, and document transmittal.

**Cruz, Koch and Levine, PC**, New York, NY, 1998 – 2004

Managed 20 commercial real estate deals simultaneously, handling transactions from inception to closing. Oversaw issues to prevent delays and worked with brokers and attorneys to handle deeds, notes, and assignments and clear up building code violations and prepare closing documents.

- Cleared offices of document backlogs and unneeded records, transforming workspace into an organized, professional environment.
- Streamlined office and work procedures; created standard forms and tailored letters; established clear responsibilities and lines of seniority for support staff.
- Closed 5 – 10 deals monthly, bringing in \$250K – \$15M each.

**Leifman, Erickson and Jewel, PC**, New York, NY, 1997 – 1998

Represented employees in workers compensation hearings, handling 20 cases daily in court. Negotiated time-off and financial settlements with insurance companies and advised workers' on best-case actions.

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## EDUCATION AND BAR ADMISSIONS

**Bachelor of Science, Math, College of Mount Saint Vincent ▪ Juris Doctor, Fordham University**

New York State Bar ▪ US District Court Eastern Circuit, New York

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