



## Rosanna Palumbo

Rosanna has a diverse background in sales, human resources management and administration. This combination of experience underpins her work at the URPS 'shop front'. Her administration skills inform the way she composes documents, brochures, posters, advertisements and invitations; while her sales and human resources experience means that she understands the importance of being accessible and responsive to clients. Rosanna's experience at the Mercure Grosvenor Hotel and the National Wine Centre also means that she takes pride in the professional interface she provides between URPS and our clients.



## Michael Vroom

Michael comes to URPS with varied experience in Residential Sales/Residential Management and is currently studying Bachelor of Business (Property) part time. Part of a strong administration team at URPS, Michael's diverse knowledge means that he has a practical and intuitive approach to presenting and packaging URPS documents. Michael's sales background means he is customer focused, ensuring that URPS clients are always promptly cared for.

## Areas of Expertise

- Document presentation
- Graphic design and layout
- Database creation and management
- Power point presentations
- Liaison with clients
- Consultation arrangements
- Records management