



## SPOTLIGHT ON Cindy Zak



***Cindy Zack with her daughter Alyssa***

Cindy Zack is a lifelong Maryland native, having grown up in the Cedonia area of Baltimore City. In 2006 moved to Harford County, where she is raising her beautiful daughter Alyssa.

Cindy joined Certified Property Inspection in 2020. She had spent many years in the Real Estate industry and was looking for an opportunity that would be a good fit with her experience. One of the Realtors with whom she worked knew that Justin Sapp (owner of Certified Property Inspection) was recruiting for an administrative assistant and offered to make an introduction. Shortly after that, Cindy met with Justin and office manager April Kuciara to interview for the position. Cindy says, “The meeting was incredible; I felt as though I had known Justin and April for a very long time; we immediately jelled together, and I felt we would be a great fit. Justin is awesome; he is very family oriented and is supportive of the team putting family first.”

Cindy’s job involves helping April with the front end of the office to keep everything running smoothly. She spends most of her time ensuring that all the inspections are properly scheduled as well as ordering and completing reports. Her other duties, include maintaining the database of agents and clients, facilitating communication between

the inspectors and clients, ensuring the entire process flows smoothly from start to finish. She says, “We are the first impression so focusing on customer service is key. We work diligently to ensure all of our clients and agents receive the best experience possible.” She says that her ability to multitask and strong organizational skills are key to her success in her role, as she manages calendars for multiple inspectors and coordinates them with client calendars.

As an example of the Certified Property Inspection commitment to superior service, Cindy shares that when handling the most common question, “Can you do the inspection tomorrow?” She says, “ We draw upon the can-do attitude shared by everyone on our team. We work together to do our utmost to accommodate these types of requests. We reach out to our inspectors to see if another inspection can be added to their schedule by asking if they can start earlier or work later. We also check to see if there is flexibility in the scheduling to try and meet these sometimes urgent requests. While we can’t always fulfill the tight timeline, our team does our best to help.” She says, “as a child, I was taught the importance of respecting others. Once you demonstrate respect for everyone and treat them the same, you can remain calm even in the most adverse situations. This ethos, in turn, helps to reduce the stress of others so that we can work together towards a good solution.”

Cindy also shares that her proudest moment at work came after training. She says that when all the systems and procedures fell into place for her, it was an “aha” moment that everything clicked in her exciting new job.

Cindy is an avid Baltimore Ravens fan and loves football. Family is extremely important to her and she is devoted to them and most especially her daughter Alyssa. When she is not working, she enjoys spending time with her family.

When vacations come around, Cindy and her family head to Ocean City for beach time. She says everyone goes together, including parents, children, siblings, nieces, and nephews. She says, “In the beginning, our trips to the beach were day trips, but over the years, they became longer so that now we all go for the entire week. It’s a great time; our family is extremely close and connected. To sum up my thoughts regarding family, I often share this little quote from Maya Angelou “Life is not measured by the number of breaths we take, but by the moments that take our breath away.” This speaks to me as we tend to rush in life sometimes, and reemphasizing the moments that take our breath away helps to ensure we hold onto and always remember those we love, and that is what life is about.”

When asked about Cindy and her value to the company, Justin says, “Cindy was referred to us by a trusted client slightly over two years ago. After meeting with her, it was evident that she had all the qualities we needed for our company, and we were fortunate to have her join our team. Prior to working with us, she worked in one of the largest brokerages in the area, supporting agents in the office. I can’t count the number of agents who have called or spoken with me and have said, in short, “We are so happy you hired Cindy! She’s the best, and we love her!” Well, we love her too! She always has a great attitude, and her smile comes through the phone loud and clear!

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