

**GLENN WILLOUGHBY**  
214 Sunset Drive  
Richmond, Virginia 23229  
(804) 288-9455

**EDUCATION**

- 2002-2007 VIRGINIA COMMONWEALTH UNIVERSITY Richmond, VA**  
**Graduate School of Real Estate**  
Earned Certificate of Real Estate Valuation in Master's level program.
- 1990-1994 UNIVERSITY OF RICHMOND Richmond, VA**  
**Graduate School of Business Administration**  
Earned Master of Business degree, August 1994. Transferred from William and Mary MBA Program, August, 1990. Member of MBA Association. Served on Curriculum Committee.
- 1979-1983 VIRGINIA COMMONWEALTH UNIVERSITY Richmond, VA**  
Earned Bachelor of Science degree in Business Administration. Self-financed 100% of college costs while working 40 to 50 hours/week at Richmond Newspapers, Inc.

**EXPERIENCE**

- 1997- OLD DOMINION APPRAISAL CO. Richmond, VA**  
**Certified Residential Real Estate Appraiser**  
Responsibilities include inspecting, researching and appraising residential real estate. Have completed over six thousand appraisals since start date. Certified in the state of Virginia, June 2000.
- 1995-1997 CAPITAL ONE, INC. Glen Allen, VA**  
**Customer Service Associate**  
Responsibilities included handling up to 200 daily inquiries pertaining to credit card accounts. Consultant to development of Odyssey servicing software. Exceeded incentive requirements every month since inception of bonus plan.
- 1986-1995 SUNDECKS OF RICHMOND, INC. Richmond, VA**  
**Sales and Administrative Assistant**  
Responsibilities included selling wooden patio decks, drafting constructing plans and filing building permits; balancing company ledger and disbursing payments; and handling customer relations issues.
- 1977-1985 RICHMOND NEWSPAPERS, INC. Richmond, VA**  
**Zone Manager, *News Leader Metro***  
Supervised eight district managers and 200 paper carriers in all aspects of sales, service and collections. Participated in task force to design and implement sales incentive and prepaid subscription programs. Received numerous awards for outstanding sales and service.
- District Manager, *News Leader Metro***  
Supervised forty-plus carriers in all aspects of sales, service and collections. Earned numerous sales and service commendations.

**COMPUTER**

Literate in Microsoft Word, Power Point, Excel, and appraisal software Total 2000 and Apex.