

## Contact

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## Top Skills

Account Management

Supportive Services

Adolescent Therapy

## Certifications

Trauma and Resilience: Level One

Disney College & International Program Internship

Trauma and Resilience: Level Two

# Kaila Vilkas

Office Manager: Licensed Real Estate Agent

Tampa, Florida, United States

## Summary

Vibrant professional with diverse experience in various roles, including Court Administrator, Office Manager/Licensed Real Estate Agent, and Brand Ambassador Manager. Demonstrated expertise in onboarding and supporting new agents, coordinating training programs, managing office operations, executing marketing strategies, and maintaining brand integrity. Adept at fostering collaboration, optimizing productivity, and delivering exceptional results. Strong organizational skills, attention to detail, and a customer-centric approach contribute to success in each role. Proven ability to meet organizational goals and contribute to the growth and success of the team.

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## Experience

D Squared Infrastructure, Inc.

Office Manager

November 2023 - Present (7 months)

Tampa, Florida, United States

Experienced office manager providing administrative and marketing support for team. Experience in office budgeting, project budgeting, bookkeeping, and invoicing. Capable of developing and maintaining employee procedure manuals. Adapts to and enhances proficiency in BQE Core for timekeeping, accounting, project management, and project performance. Assists Project Managers/Owner with Marketing Proposal requests for the department of transportation, in addition to handling light executive assistant duties.

Couture Agency

Brand Ambassador Manager

October 2018 - Present (5 years 8 months)

- Brand Ambassador Manager with a record of successfully promoting brand awareness for various companies. Responsible for executing strategic marketing initiatives and managing brand ambassadors for product launches, events, festivals, and trade shows. Collaborating closely with the agent

owner to develop event strategies, mentor brand ambassadors, maintain a positive brand image, and provide comprehensive reports on ambassador performance.

Acropolis Realty Group  
Executive Management Assistant  
March 2022 - February 2024 (2 years)  
Tampa, Florida, United States

As an executive assistant at ARG, I took charge of handling the owner's requests, including managing their emails, texts, calendar, and travel arrangements. In addition to guiding new agents through onboarding and coordinating training programs, I organized office events, reviewed contracts, provided agent support, and resolved office issues. My role extended to managing social media, ensuring the owner's needs were promptly addressed, while assisting the owner/broker to maintain seamless brokerage operations. With exceptional organizational skills and a customer-centric approach, I played a pivotal role in optimizing office operations and contributing to the brokerage's overall success.

Pinellas County Government  
Court Investigator  
April 2023 - August 2023 (5 months)

- Experienced Court Investigator with a focus on probate and guardianship cases within the Pinellas County Government. Currently providing support as an OPS worker to the general magistrate, dedicating approximately 20 hours per week. Proficient in conducting thorough investigations on existing guardianship cases and ensuring compliance with Florida Statutes. Meticulous in reporting findings and recommendations to the Court. Diligently monitors and investigates open and closed cases, and audits Attorney/Guardian Fee Petitions. Highly skilled in organizing, reviewing, and scheduling Case Management Conferences, Hearings, and Reporting periods with judges, general magistrates, and attorneys. Conducts background checks on Proposed Guardians and investigates Department of Children and Families (DCF) reports and findings.
- A reliable support to all General Magistrates and Judges within the division, providing valuable assistance in case management alongside attorneys, judges, and clerk staff. Proficient in preparing orders, legal correspondence, and maintaining an organized filing system. Efficiently coordinates emergency filings with involved parties and manages the General Magistrates' emails, phone calls, and correspondence.

## Pinellas County Government

### Court Investigator/Audit Assistant/Backup Court Monitor

November 2019 - March 2022 (2 years 5 months)

Tampa/St. Petersburg, Florida Area

Conducted thorough investigations on guardianship cases to ensure compliance with statutes and legal requirements. Assisted in case management by organizing conferences, hearings, and reporting periods. Audited attorney and guardian fee petitions for accuracy and fairness, maintaining attention to detail. Provided administrative support by preparing legal documents, managing filing systems, and coordinating communication for General Magistrates. Coordinated emergency filings and managed correspondence. Gathered and analyzed legal data to support decision-making. Collaborated with legal professionals to facilitate court proceedings and maintained the integrity of legal documents. Demonstrated a commitment to fairness and justice throughout all responsibilities.

## Lutheran Services Florida

### Child Dependency Case Manager

March 2018 - February 2022 (4 years)

Tampa/St. Petersburg, Florida Area

- Providing crucial support to children and families in need. With a focus on assessing their needs and creating appropriate referrals and linkages to services, I facilitated the removal and placement of children into safe and stable care. I maintained detailed and accurate case documentation, ensuring compliance with regulatory requirements and meeting the expectations of funders and governing agencies. Through conducting home visits and offering supportive guidance, I played a vital role in improving the well-being and safety of children and their families. Additionally, I collaborated with various stakeholders, including the court system, law enforcement, and social service agencies, to advocate for the best possible outcomes for the children on my case load

## T.W. PONESSA & ASSOCIATES COUNSELING SERVICES, INC

### Therapeutic Staff Support

June 2016 - January 2018 (1 year 8 months)

York, Pennsylvania Area

Provided therapeutic intervention services to families with children experiencing behavioral challenges. I built rapport and mentored children struggling emotionally, offering support and guidance. Implementing structured therapeutic activities and coping strategies, I aided children in developing

appropriate behaviors. Educating parents and teachers on behavior programs and strategies for managing challenging behaviors was part of my role. I diligently recorded data and compiled progress notes daily to track intervention effectiveness. Collaborating with a multidisciplinary team, I contributed to the development and implementation of individualized treatment plans. I also supported families in accessing community resources and services while ensuring the safety and well-being of children through home visits and recommendations. Working within a supportive and empathetic framework, I aimed to promote positive change and growth in children's lives.

## YORK COUNTY CHILDRENS ADVOCACY CENTER

### Assistant

February 2014 - May 2015 (1 year 4 months)

York, Pennsylvania Area

Supporting the organization's mission to advocate for and protect children. I gained firsthand experience in observing forensic interviews, collaborating with key stakeholders such as law enforcement and the District Attorney's Office, and providing case consultation to ensure the best outcomes for children involved in cases of abuse, neglect, and sexual abuse. Through my role, I demonstrated a deep commitment to protecting children's rights and ensuring their voices were heard throughout the legal process.

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## Education

### Penn State University

Bachelor of Applied Science - BASc, Applied Behavior Analysis · (2010 - 2015)