

LAILA SHUTES

EMPLOYMENT HISTORY

BROKERAGE INTERN

Transwestern

Jun 2025 – Aug 2025

Minneapolis, MN

- Supported tenant representation team by prospecting clients through internal networks and external outreach
- Assisted landlord agency team with site selection analysis, vacancy strategies, and property positioning
- Presented recommendations on vacancy solutions directly to suburban office park ownership
- Collaborated with fellow interns across service lines to deliver high-quality team projects and presentations
- Coordinated a fast-paced schedule of property tours, client meetings, and project deadlines

INDIRECT TAX INTERN

Best Buy Corporate

Dec 2022 - Present

Richfield, MN

- Validating customer tax exemption certificates for accuracy and acceptance
- Managing tax-exempt mailbox and respond directly to customer inquiries, including dispute resolution
- Performing weekly fraud checks to identify misuse of certificates and maintain integrity of tax-exempt program
- Partnering with internal and external team members to accomplish various tasks
- Partnered with Real Property team to build an appeals repository

EDUCATION

UNIVERSITY OF ST. THOMAS -

Majors: Finance + Real Estate Studies – 3.97 GPA

Sep 2023 – May 2027

St. Paul, MN

BELLE PLAINE HIGH SCHOOL

High School Graduate - 4.0 GPA

Sep 2019 - May 2023

Belle Plaine, MN

SKILLS

- Strategic Problem Solving & Data-Driven Decision Making
- Advanced Proficiency in Microsoft Office Suite (Excel, Word, PowerPoint)
- Exceptional Client Relations & Professional Communication
- Strong Interpersonal Skills for Building Relationships, Driving Collaboration
- Efficient Time Management & Ability to Thrive in Fast-Paced Environments
- Proven Leadership as President & Co-Captain within Real Estate Organizations
- Driven Servant-Leader with Strong Work Ethic & Commitment to Excellence

ACCOMPLISHMENTS/MEMBERSHIPS

- President of the University of St. Thomas Real Estate Society
- Co-Captain of the Russ Nelson Mentorship Program
- Engaged Salt Company Student Leader
- Part-time Best Buy Corporate employee (20+ hours/week)
- 40+ Hours of Service (BUSN 200)
- Minnesota Honors Society (Sep 2021 - May 2023)
- Dean's List - all completed semesters

REFERENCES

Russ Nelson, Retired President/Principal at NTH (*russnelson715@gmail.com*, (612) 961-4845)

Emily Nicoll, Managing Director at Transwestern (*emily.nicoll@transwestern.com*, (612) 359-1695)

Andy Babula, University of St. Thomas Real Estate Program Director (*ajbabula@stthomas.edu*, (651) 962-4402)