

Marcus Aaron Schnake

EDUCATION

2016-Present **Associates Degree, Business Administration**
Ivy Technical College, Indianapolis, IN

KEY QUALIFICATIONS

- Strong communication and organizational skills
- Served as team supervisor leading team events, including coaching and developmental training
- Proficient in managing multiple tasks and priorities
- Trained extensively in communication and sales techniques in multiple sales environments
- Analytically approach to process improvement, sales strategies and tech issues

EXPERIENCE

7/1/15- 10-1-16 **Operations Expert- Anthem**, Indianapolis, IN

Trained and developed new and existing associates in soft skills, processes knowledge and career progression
Performed call auditing and coaching with associates
Worked member escalations and in-depth member issues to resolution successfully
Assisted in conducting interviews with potential candidates for Customer service

2013-07/01/15 **Consumer Service Associate – Anthem**, Indianapolis, IN
10/1/16-
Current

Provided customer support and assistance related to employer sponsored insurance plans in national accounts
Part of pilot launch of new customer service group centered around conciliar service, educational guidance and integrated clinical health resources
Took on additional projects developing training materials for manager to use

2012-2013 **Senior Service Specialist – JPMorgan Chase**, Indianapolis, IN
2011-12 **Loan Advisor – JPMorgan Chase**, Indianapolis, IN

Provide customer support and assistance related to the origination and maintenance of Chase Select Student Loans;
Work collaboratively with team members and lead subject matter expert teams to refine and improve customer service processes;
Regularly work with Student Loan management to review, edit, and revise business documents and scripts within an online learning platform (i.e. InfoSource);
Develop and conduct testing scenarios to examine the value and performance of prospective tools designed to support internal customer service processes; and

2010-2011 **Loan Officer – Royal United Mortgage**, Indianapolis, IN

Interviewed current and prospective clients to assess their lending needs and identify appropriate loan programs to meet those needs;
Interviewed and prequalified potential borrowers, and negotiated and closed loans;
Consistently reviewed and analyzed new loan guidelines, updates, and programs
Educated borrowers and related parties about loan options and market conditions
Constructed custom home loan options with goals in mind, risk analysis and presented

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PROFESSIONAL ACHIEVEMENTS

- Chase Exemplary Customer Service Award (E2), Feb 2012
- Proposed and authored several system improvement changes and process improvement
- Won highest customer service scores awarded to team during my time as Operation Expert, Anthem

Professional References

- James M. Burris
Trainer
Anthem, Inc.
Office: 317-287-0204
Email: james.burris@anthem.com
Relationship: Co-works at Anthem
- William Dice
Property Manager
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