

**Mason D. Cain**  
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### **Education**

**Case Western Reserve University**, Cleveland, OH (remote learning)

Certificate in Computer Programming and Coding; Expected October 2021

- Training in browser-based technologies (HTML, CSS, JavaScript, jQuery), Databases (MySQL, MongoDB, Express.js, React.js, Node.js), quality assurance and deployment

**Pennsylvania State University**, University Park, PA

Bachelor of Science in Psychology, Business Option

### **Professional Licenses**

Series 7 (General Securities Representative) and Series 63 (Uniform Securities Agent State Law Exam)

### **Work Experience**

**Shipt**, Delivery Service Provider, Various locations 07/20-present

- Demonstrate time management and multitasking abilities while managing multiple shopping orders and transporting items from production areas to businesses and customers in an efficient manner
- Communicate customer complaints, requests, and feedback to company management

**Charles Schwab**, Participant Services Associate, Richfield, OH 06/19 – 12/19

- Engaged participants in discussions involving retirement savings and long-term investing
- Recommended appropriate investment solutions that align with client' goals
- Implemented technology and business authorities within Charles Schwab to identify efficient and effective methods to meet clients' goals
- Demonstrated the ability to adapt and implement changes as market and business conditions evolved
- Demonstrated strong verbal, written communication, and listening skills with the desire to form relationships with clients in a fast-paced environment

**PNC Investments**, Customer Service & Support Representative Specialty, Pittsburgh, PA 11/16- 04/19

- Serviced a sophisticated client base by leveraging advanced processes and tools to support PNC customers by implementing a complex dedicated suite of products/services
- Investigated and responded to customer inquiries regarding products and services by recommending appropriate solutions
- Working knowledge of Envestnet and Wealthscape Wealth Management software

**Sales Recruiting Network**, Sales and Management Recruiter, Tarentum, PA 07/10- 11/16

- Located qualified outside sales and territory management professionals.
- Assisted in tracking applicants using RESUmate and ADP's Virtual Edge: Talent Supplier software
- Managed recruitment efforts and positions within fortune 1000, private 200 corporations, Consumer, Medical, Industrial, and Business to Business market segments within the United States and Canada
- Utilized strong interpersonal, organizational, verbal and written communication skills to provide guidance to candidates throughout the interview process, including ensuring correct travel itineraries and interview materials
- Maintained quality of work in a demanding and dynamic environment with the flexibility to adjust to changing priorities and deadlines

### **Additional Skills**

Genesis; Portal; Microsoft Word, Excel, Access, PowerPoint, Publisher; Enterprise Software; SPSS