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| **Resume - Mark Feinman**  Tempe, AZ | [Feinmanmarke@gmail.com](mailto:Feinmanmarke@gmail.com)  Cell: 480.413.1123 |

**Summary of Qualifications**

* Excellent Telephone, Customer Service and People Skills
* Strong Sales, Marketing, and Promotions background
* Troubleshooting/Problem Solving Skills
* Influencing, Networking, and Relationship Building
* MS Office 2010 (Word, Excel, Outlook, etc.)

**Professional Experience**

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| **Claims Associate - Express**  State Farm, Tempe, AZ | February 2016 – Present |

* Receive and review claim information
* Apply claim handling procedures to process claims, initiate payments, and close claim files
* Communicate with customers and associates by phone and through other channels
* Claims Adjuster Licensed- FL, KY, LA, NC, NM, RI, WV

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| **On-Site Radio Engineer**  Sports & Broadcast Services, Scottsdale, AZ | September 2005-Present |

* Setup & Maintain Broadcast Equipment
* Manage & Maintain Audio quality, troubleshooting to resolve any signal or connection issues
* Provide Statistical & News pertinent to broadcast in support of on-air talent
* Provide Sponsored Promotional Messages
* Clients: Arizona Coyotes, Phoenix Radio, and Sirius/XM Satellite

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| **Investment Specialist**  Merrill Edge, Chandler, AZ | September 2014 – February 2016 |

* Support Self Directed customers with service requests, new account inquiries, asset consolidation, trades and brokerage consumer portal inquiries.
* Certifications: Series 7 & 63 licenses (expired)

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| **Pro Account Sales Associate**  Home Depot (#458), Tempe, AZ | March 2013-August 2014 |

* Customer service, sales and special order processing, quote preparation, quantity verification, product research, problem resolutions, account recruitment to support all requested products/services aligned to professional contractors
* Position requires strong customer service skills, both in person and telephone along with extreme attention to detail

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| **Educational Recruiter**  ITT Technical Institute, Tempe, AZ | October 2010-April 2012 |

* Recruitment of potential students via networking (self-finding), and school generated leads. Customer service and strong customer service phone skills.
* Schedule and conduct on-site tours/interviews
* Conduct face-to-face interviews with potential students to mentor/coach possible career paths based upon their educational needs, concerns and interests.
* Verbally communicate approved presentations to prospective students that covered school offerings (financial aid, programs, overview, etc.).
* Assist/Mentor/Coach students through admissions process.
* Participate in school retention efforts maintaining productive contact with active students through graduation.

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| **KFNN 1510 Financial News Radio**  Executive Producer, Scottsdale, AZ | November 2007 – August | 2010 |  |

* Research, Network, Recruit potential guests for radio broadcast interviews
* Coach/Mentor interviewees to provide relevant and timely information
* Conduct interviews (pre-recorded for on-air play)
* Provided audio recaps of interviews for guests & clients through the use of Adobe Audition software and Novell software.
* Track potential leads based on interviews, and alert sales department for follow-up and additional revenue for radio station.
* Coordinated public service interviews along with charity spotlights
* Coordinated on-air contests with clients/sponsors and radio listeners
* Manage and maintain website for contest and show content
* Gather and edit news, weather, and programming content for on-air use
* Gather interview content for the FCC’s Quarterly Issues and Programming

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| **Farmers Insurance**  Insurance Agent, Gilbert, AZ | January – December 2007 |

* Earned Insurance licenses (inactive): Adjuster, Property Producer, Casualty/Producer, Accident/Health Producer, Life Property
* Maintaining existing account, recruit/sold new accounts

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| **KTAR Radio** | March 2000-July 2005 |

Promotions Coordinator/Assistant Promotions Director, Phoenix, AZ

* Planned and executed on-site promotions for Sales Clients & Charities.
* Planned and executed on-air contests
* Hosted Movie Premiers
* Coached/Mentor Interns for promotions department

**Additional Experience:**

* North Country Tool & Supply Co of Maine, Northern Maine Sales Representative

**Education**

* **Arizona State University**, School of Business, Graduated - BS Advertising
* **Paul Smith’s College**, Graduated - AAS Hotel & Restaurant Management