

Ben Biederman

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WORK EXPERIENCE

Schneider National | Green Bay, WI

Client Relationship Manager

Nov. 2017 – Present

- Perform business assessments with prospects to identify risks, evaluate risks prospect displays, and identify ways to mitigate the risk presented
- Proactively monitor client performance with emphasis on collecting payments, funding maintenance accounts, and maintaining compliance with contract requirements
- Utilize data to monitor, coach, and assist client in maximizing revenue and minimizing operating expenses
- Design and negotiate repayment with delinquent clients
- Support incoming calls, emails, and chats from clients or prospects to assist in resolving their needs

Team Coordinator

Mar. 2016 – Nov. 2017

- Identified opportunities to make customer's experience more effortless by working with a core group of Schneider leaders to establish best practices for team to implement
- Increased team efficiency over 20% by identifying processes to help eliminate repetitive tasks
- Built rapport with clients to verify high level of standards were met on a consistent basis

Customer Service Representative

Mar. 2015 – Mar. 2016

- Increased sales by over 20% with excellent execution of load servicing, freight solicitation, and impeccable customer service
- Increased service by over 15% by relentlessly monitoring and tracking all freight to ensure on-time delivery
- Won Call of the Month award for having best call out of over 100 Customer Service Representatives

D. Mark Group | Chippewa Falls, WI

Account Manager

Oct. 2013 – Feb. 2015

- Obtained detailed assignment information from the customer and utilized it to provide effective customer service

SIDE PROJECT

The Green Bay Guy | www.TheGreenBayGuy.com

Founder

Oct. 2017 – Current

- Create and maintain website using HTML, CSS, and JavaScript, focusing on assisting individuals with their trips to Green Bay
- Create and distribute likeable content on social media platforms
- Record, edit, and publish video and audio content

EDUCATION

Chippewa Valley Technical College | Eau Claire, WI

Jan. 2011 – May 2013

Associate's Degree in Marketing Management

- Graduated with honors – 3.5 GPA

SKILLS & Interests

- **Skills:** Customer Service; HTML; Problem Solving; CSS; Critical Thinking; Teamwork; JavaScript; Relationship Building; Bootstrap; Communication; Photoshop; Business Management; Time Management; Reliability
- **Interests:** Coffee; Reading; Cooking; Personal-Development; Green Bay Packers; The Office