

# Ben Biederman

www.benbiederman.com | benbiederman@gmail.com | (715) 308-1521

---

## WORK EXPERIENCE

---

### **Schneider National** | *Green Bay, WI*

#### *Social Media Manager*

**Aug. 2019 – Present**

- Create marketing and social media campaigns and strategies, including content ideation, and implementation schedules
- Engage with followers, respond to queries in a timely manner and monitor reviews
- Report progress and analytical data to senior management

#### *Client Relationship Manager*

**Nov. 2017 – Present**

- Perform business assessments with prospects to evaluate risk, determine risks prospect presents, and identify ways to mitigate the risk presented
- Proactively monitor client performance with emphasis on collecting payments, funding maintenance accounts, and maintaining compliance with financing contract requirement
- 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 help resolve 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 unnecessary 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 utilize it to provide effective customer service

## 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:** Business Management; Account Management; Risk Analysis; Customer Service; Critical Thinking; Problem Solving; HTML/CSS; Interviewing; Relationship Building; Photoshop; Social Media Management
- **Interests:** Reading; Cooking; Self-Development; Skateboarding; The Office; Green Bay Packers; Coffee