**Steven M. Buesing**

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**Retail and Community Planner**

Degreed planner with retail project experience and knowledge of finance and marketing. An analytical and motivated problem solver with an aptitude for innovation and solutions development. Communicative and personable, a successful salesperson who clearly and persuasively describes the benefits of product purchases. Will benefit top organization by combining planning, business development and leadership skills to drive productivity and savings.

**Technical Proficiencies**

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| --- | --- | --- |
| * Planning and Development * Project Coordination * Operational Efficiencies * Sales and Marketing * Merchandising | * Conflict Resolution * Negotiations * Research Proficiency * Continuous Improvements * Client Services | * Apple OS * MS Office Suite * Photoshop * SketchUp * POS Systems |

**Education**

**Bachelor of Science, Community and Regional Planning|** Iowa State University, Ames, IA

*College of Design*

**Associate of Arts and Sciences**, 2004 **|** Scott Community College, Bettendorf, IA

Human Subjects Research Certification, ISU Institutional Review Board, 2007

**Projects**

Generated recommendations for a depressed neighborhood in Des Moines, Capital Park. Spring 2007

Economic Development plan for Newton, Iowa Fall 2006

Brownfield redevelopment plan for Boone, Iowa Spring 2006

Site redevelopment plan for Charles City, Iowa Spring 2006

Completed student learning experience at Shive-Hattery Winter 2001

**Professional Affiliations**

American Planners Association Iowa Chapter

CRP Club, Iowa State University

**Professional Experience**

**Retail customer service positions,** Dallas, TX 2008 – 2009

**Marmi Shoes,** Retail Sales Key Holder 2018 – Present

**Nordstrom,** Sales Associate 2017 – 2018

**Rapid Park,** New York, NY 2016 – 2017

**Assistant Regional Director, Rapid Park at New York Presbyterian Hospital**

Assist supervisor in operations of all garages, operate motor vehicles, radio transmitters, receivers, monitor all managers and employees on job performance and make appropriate recommendations.

* Held accountable for performing daily garage audits to ensure all vehicles are ticketed, employees are properly attired, garage appearance is satisfactory and no clear DCA violations.
* Collaborate with managers and provide weekly reports on garage appearance and make recommendations to both the Supervisor and the Hospital.

**COACH NEW YORK,** Des Moines, IA 2015 – 2016

**Senior Sales Associate**

Leads retail luxury sales as brand ambassador with product knowledge and expertise. Demonstrates exemplary customer service to create a positive customer experience; builds and maintains a loyal client base; provides clients with product knowledge on various designer brands; evaluates merchandise for authenticity; and manages the arrival, pricing, and presentation of new merchandise. Analyzes and assesses sales performance; revises plans accordingly to maximize sales and profitability.

* Manages projects independently and as part of a team.
* Excellent English communication skills – verbal and written
* Excellent time management/ project skills

**ATHENE USA,** Des Moines, IA 2014 – 2015

**Post Issue Processor**

Managed, researched, analyzed, and processed annuity transactions to include address changes, beneficiary changes, withdrawals, and surrenders. Reviewed applications and legal documents such as power-of-attorney forms and trust agreements to ensure proper authority existed before and after processing transactions. Maintained data required to record beneficiaries, death claim and annuitized contract options, state consent forms, and other required paperwork to facilitate payment.

* Resolved inquiries received via phone, email, or other forms of written correspondence, while providing accurate information to internal and external stakeholders.
* Maintained knowledge of products, company guidelines, fraud identification, trust structures, plan-specific death provisions, and state, federal and SEC regulations

**WELLS FARGO HOME MORTGAGE,** Des Moines, IA 2013

**Loan Document Specialist**

Executed documentation management of complex loan packages to ensure compliance with company policies and government regulations. Processed, reviewed and closed loans. Served as point of contact for internal customer during the loan process. Acted as a liaison between lenders and the legal department.

* Utilization of strong organizational, multi-tasking, and prioritizing skills.
* Exceptional analysis, tracking, trending, and modeling skills.

**DILLARDS,** Des Moines, IA 2009 – 2013

**Pacesetter**

Successful sales associate; earned pacesetter status by achieving sales over $300,000 in the fiscal year. Greeted and welcomed guests and built positive customer relationships. Consistently met and exceeded guest expectations. Managed price changes, executed sales transactions, and inventory control; assists in merchandising through visual product placement.

* Researched fashion and sales trends to remain competitive and increase company sales revenue.

**VON MAUR,** Davenport, IA 2008 – 2009

**Sales Associate**

Met or exceeded sales goals; maintained account solicitation and non-selling goals. Coordinated merchandise unpacking, displays, and maintained condition of department.

**CITY OF DAVENPORT,** Iowa at the Design Center, IA 2007

**Internship**

Researched and compiled list of businesses along a major business corridor in the City of Davenport; analyzed data to compare their longevity to one way streets. Completed “3-D” Land Use Map of Downtown Davenport with visuals to show occupancy rates on each level of downtown buildings.

* Conducted a railroad crossing study between City of Davenport and City of Eldridge.
* Researched and gathered data list of each crossing and its typography and made recommendations based on survey results.