**Mark Shim**

**11021 Greenaire Dr.**

**Tampa, FL 33624**

**(813) 784-1955**

**Objective:** To implement my professional and educational knowledge with a company who constantly seeks growth and lucrative opportunities. I’m a very open minded individual who is more than willing to share new ideas to benefit the team and the company. I always surpass expectations and welcome new challenges.

* Punctual
* Creative
* Constantly exceeds demands
* Flexible and open to change

**Education:**

University of South Florida **2005 - 2011**

Tampa, Florida

Bachelors Degree from the College of Business

Major: Marketing

Relevant Courses: Marketing Management, Marketing Research, Marketing Management Problems, Strategic Management Decision Making.

I have completed multiple marketing plans for various projects for different companies in these courses. I have these documents saved and willing to present if needed.

**Work History:**

**Verizon 2018 – current**

* Receive inbound calls pertaining to customer’s account
* Perform account maintenance on the customer’saccount
* Resolve current problem and any other problems the customer’s may have in regards to their account.
* Follow up with the customer’s via e-mail to make sure the problem has been resolved if needed.
* Maintain a professional demeanor and code of conduct while servicing the call

**Merrill Lynch 2016 - 2018**

* Receive inbound calls pertaining to client’s account
* Perform account maintenance on the client’saccount
* Resolve current problem and any other problems the branch associate may have in regards to the Merrill Lynch client
* Follow up with the branch associates via e-mail to make sure the problem has been resolved if needed.
* Maintain a professional demeanor and code of conduct while servicing the call

**Red Bull Distribution 2015 – 2016**

* Service 50 accounts on my sales route every week
* Pre-sell in displays to large format accounts (grocery stores) to be built at a later date
* Sell in and merchandise case deals to small format accounts (convenient stores) every month
* Consistently surpassed my sales quotas and K.P.I.S. every month

**JJ Taylor Distributors 2013 – 2015**

* Worked 45-50 hours a week including overtime routinely
* Merchandised several accounts daily on my assigned route
* Job duties consisted of but not limited to: building floor displays and P.O.S. end caps, filling beer coolers and hot shelves, taking inventory, and rotating the product I received on my weekly deliveries

**Silver Eagle Distributors, Houston Texas 2012 - 2013**

**Merchandiser**

* Worked 45-50 hours a week including overtime routinely
* Merchandised several accounts daily on assigned route
* Job duties consisted of but not limited to: building floor displays and P.O.S. end caps, filling beer coolers and hot shelves, taking inventory, and rotating the product I received on my weekly deliveries