
MARKUS MARKOWICH

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SCIENCE SUPPORT TECHNICIAN and BUSINESS DEVELOPMENT RESOURCE

Plan, direct, coordinate, and execute range of developmental and process undertakings in fields such as Life, Environmental, Agricultural, and Food Sciences; Horticulture; Healthcare; and Public Health.

Key Value Proposition Benefits:

- ✓ Recommend and apply actions based on data derived from sophisticated measurements, sampling, and observations of air, water, soil, food, cultures, and other sources.
- ✓ Perform laboratory-based experiments and assays in addition to outbound activities, including field investigations, assessments, surveys, and data collection.
- ✓ Apply exceptional customer service / account management skills to promote and sell scientific related products and services in B2B and C2B contexts.

QUALIFICATIONS and COMPETENCIES

Scientific and Technical

- Horticultural and soil science specialty
- Procedural project management
- Regulatory compliance
- Risk assessments
- Research coordination
- System design
- Strict protocol fulfillment
- Assays and experiments
- Controlled environments
- JavaScript, HTML, MS Office Suite, iOS
- Variety of statistical software
- Technical documentation
- Data analysis
- Draft proposals
- Trilingual: English and German (expert), French (basic)

Sales / Business development

- Consultative sales presentations
- Account management
- Agricultural markets
- Prospecting new customers
- Partnerships and alliances
- Marketing tactics
- Customer inquiry handling
- Public speaking
- Customer complaint resolution
- System streamlining
- Cold calling
- Relationship management

Interpersonal Skills

- Communicative
- Punctual
- Goal-oriented
- Analytical
- Coachable
- Independent
- Collaborative
- Detail-oriented
- Adaptable
- Reliable
- Ethical

EDUCATION

Martin Luther University • Halle, Germany

Master of Science in Agricultural Science (GPA 3.5)

Bachelor of Science in Agricultural Science

- Internships included experiences in composting and waste management, agricultural tech sales and wholesaling, dairy production, and cash crop farming.
- Presented thesis results at multinational soil organic matter conference.

EMPLOYMENT SUMMARY

Financial Services Associate • April 2018–Present

Corestaff (Worksite Empower Retirement) • HQ Greenwood Village, CO

Administrator of 401K, IRA, and other financial products for companies and employees. In top 3 of retirement plan providers with \$252B and 19K clients under management.

- Selected for position due to customer service experience and proven communication skills.
- Educate participants about retirement planning, process transactions, provide account information, and troubleshoot website issues.
- Function within call center environment, fielding 50–100 calls daily.
- Ranked highly among associates with 95% schedule adherence, 100% surveyed caller satisfaction, and meeting 100% of average call length goal.

Customer Service Associate • December 2017–April 2018

Lowe's Companies, Inc. • Nashua, NH

- Hired because of prior experience in sales of agricultural, horticultural, and landscaping product lines, including soils and fertilizer products.
- Performed duties including stocking, organizing, cleaning, assisting customers, answering phones, and following up on orders in lawn and garden department.
- Recognized for reliability, hard work, and upselling success.

Business Development Manager • September 2016–October 2017

Carbuna AG • Illertissen, BY, Germany

Start-up providing biochar-based organic fertilizers and soil products.

- Applied expertise in soil science, agricultural markets, research-based concepts, presentation and public speaking skills, and industry-related networks.
- Expanded customer base from 6 to 28 in 1 year and established affiliation with 3 companies to conduct field experiments of company products.
- Partnered with university to generate credible research results used in generation of subsidies and development of product line.
- Developed compelling marketing materials and created trade show booth that was displayed while attending multiple trade shows.

Between September 2011 and September 2016 earned Bachelor's and Master's degrees (see Education above). Also employed at series of short-term jobs while engaged in studies.

Apprentice Nurse • October 2008–September 2011

Helios Klinik Leisnig • Leisnig, SN, Germany

Largest medical provider in Europe with 100K employees, 17M patients, and \$6.1B in sales.

- Cultivated comprehensive knowledge of nursing, medicine, science, sense of empathy, and composure under stress by providing range of nursing care services, including critical need situations.

HOBBIES

Biking, Hiking, Gardening, Cooking