Mark I. Akhimien*1756 N Bayshore Dr, Miami, FL 33132* T: (347) – 466 – 2102 E: markakhimien@outlook.com

**Education:**

**University of Miami ‘19** Marketing & Business Tech *Double Major;* Entrepreneurship *Minor Miami, FL – August 2015 - May 2019*

**Loyola School ‘15** *Manhattan, NY – September 2011 - May 2015*

**Experience:**

**Client Services; *VALIC Financial Advisors, Inc. – a Subsidiary of AIG*** *Miami, FL — January 2018 – Present*

* Oversaw inbound communications for a Financial Planner and a Senior Financial Advisor, each responsible for client assets exceeding $90M
* Retain business through customer outreach in order to convert disgruntled clientele exceeding $50K by convincing them to schedule appointments
* Facilitate client reviews, financial projection software, marketing coordination with our national offices, and resolve personal account concerns

**Tech Analyst; *IT Service Desk at School of Business – University of Miami*** *Miami, FL — July 2017 – Present*

* Handles troubleshooting, technical difficulties, A/V setup, software installations, data compilation, software updates, event oversight, and tech support for School of Business Administration and corporate guests including Citi, Microsoft, IBM Watson, Red Cross, Bloomberg, Neilson, and much more
* Explain computational nuances in simple, colloquial terms for our users, as well as organize the department’s equipment for easy deployment
* Solve students, professors, faculty, and administration’s dilemmas with email, software, filing, driver access, printer/device connection, client sync, cloud services, and clarification of logistics

**Certified Agent & Business Development Intern; *AFLAC*** *Miami, FL — February - September 2017*

* Earned license to sell *Life Insurance, Health Insurance, and Annuities* in Florida May 2017
* Provided B2B supplemental income protection and emergency-response contingencies for prospects and group policy holders in the form of whole or term life insurance, accident advantage, cancer & disease, critical care protection, fraud protection, hospitalization, and short-term disability plans
* Pursued clients and presented AFLAC services to employees as well as business owners tailored to each individual’s preferences
* Composed client compatibility reports, preliminary research on prospects, SIC request forms, and took an abundance of industry-specific courses

**C++ Teacher; *REACH Program – Regis High School*** *Manhattan, NY — July - August 2017*

* Taught “*Introduction to C++”* to 6th-8th graders at the prestigious summer program for inner city boys “REACH” at Regis High School*.*
* *Lessons included:* comprehending innovation, topics in tech, the expansive power of technology throughout history, how computers translate input using binary, logical hierarchy behind code, proof of Moore’s law, the importance of libraries & syntax, int, double, char, strings, cin, cout, initiating, setting, & altering variables, coding mathematical operations, and loops.

**Marketing Coordinator; *Topp Labels LLC*** *Miami, FL — July 2016 – July 2017*

* Managed marketing communications: including lead generation, outreach, and project implementations to compile market segment research
* Worked alongside the CFO, General Manager, sales, and production teams to strengthen our brand presence with help from admins within Topp Group
* Coordinated meetings alongside Topp executives and represented the company at conferences, trade shows, online, and on social media; attracting orders for thousands - to upward of a quarter million – units, and clients interested in nearly 10 million labels

**Market Research & Social Media Analyst; *AlulA Aerospace LLC*** *Miami, FL — May – September 2016*

* Presented data, analyses, & concepts to CEO, CFO, and CTO as an in-house consultant, conducting niche online research and social media management
* Earned the respect of leadership to the extent that my recommendations, counsel, and suggestions pertaining to business development strategies were used to test the startup’s representation in its primary markets
* Participated in brainstorming strategies and worked closely with the COO, who sought my opinion about innovative decisions
* Early contributor to subsidiary VAR Dragons, a virtual/augmented reality aircraft morphing mobile game gearing toward Kickstarter

**Skills:**

Social Media management, Java and C++ Programming, sales experience, Google Drive, Microsoft Excel, published PowerPoints for companies, high adaptability

**Achievements:**

* Winner of the *Atlantic Coast Conference Creativity & Innovation Fellowship* 2018
* Aflac’s *Fast Start Award* recipient for surpassing the annual production hallmark of $5000 within Q2 of 2017
* Panelist at the Sheen Center, discussing [*Diverse America*](file:///C%3A%5CUsers%5Cmarka%5COneDrive%5CDocuments%5CDiverse%20America) with ambassadors of NYC Catholic high school’s Class of 2017
* Finalist in the *Hurricane Innovation* – *Atlantic Coast Conference InVenture Business Plan Competition* 2017: a Division of the NCAA
* Representative for Topp Labels at the *20th Annual American Food and Beverage Showcase* at the Miami World Trade Center in 2016
* First freshman in all participating universities to win the *Heffner Entrepreneurship Award* 2016, an award specifically for upperclassmen
* Solo-team semifinalist in the 2016 *University of Miami Business Plan Competition* during my freshman year
* Pierre Toussaint Scholar - *2015*, Samuel & Elizabeth Kay Scholar - *2015*, Cognizant Accelerate Scholar - *2017*

**Activities:**

**Office of Vice President of Student Affairs**

Implemented school-wide events including Homecoming festivities, the inauguration of our 6th president, Julio Frenk, and the 2016 Republican Debate

*Duties:* Improved workplace productivity by organizing and distributing documents for departments of the university, administration, and board of directors. Efficiently solved problems over the phone, through email, and in-person for students, parents, organizations, businesses, and special guests.

**Graduate Activity Fee Allocation Committee**

A committee of graduate-level students that represent the 11 colleges of the University of Miami by selecting projects and research of graduates deemed worthy of funding within our yearly budget

*Duties:* Administered tech setup, meeting prep, interviewed & reviewed applicants, managed data entry, documented projects & committee decisions, moderated student profiles on online portal, notified recipients, and signed off on committee procedures.