

# Marc A. Fleig

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## Objective

I am looking for a position where I can utilize my skills, and improve performance and morale through the implementation of a service leadership model.

## Experience

### Corporate Trainer

04/2013- Current, Cambridge Investment Research Fairfield, Iowa

Develop training curriculum

Setup training plans for different groups

Emcee company events

Direct steering committees and oversee project management

Independent career coaching

Present training for classes between 40 and 600 employees

Review presentation content

Work as liaison between departments

Content development for VP presentations

Event planning

Market products and events

Recruiting

### Assistant Manager of District Operations

06/2011- Current, Axxess Financial, Oskaloosa, Iowa

Designed companies collections processes stated in 2011 SOP

Integrated new customer referral program

Managed the Oskaloosa offices day to day operation

Was the acting team lead for the southern half of district 15

Participated in all corporate marketing meetings

Designed stores individual marketing plan

Approved marketing materials used for regional marketing

### Regional Sales and Recruiting Development Manager

01/2010-06/2011, Primerica Financial Solutions, Cedar Rapids, Iowa

Recruit train and develop new representatives.

Sell products licensed from the company (life insurance, debt consolidation loans, etc.)

Set my own appointments with potential clients

Customer retention, and continued customer policy and product development

### Territory Manager

05/2009-01-2010, Pinnacle Security, Memphis, Tennessee

Organize daily meetings with on-site sales team

Train all on-boarding sales representatives

Install alarms service existing systems and manage all on board installers

Train new installation technicians

Sell companies home security systems, through door-to-door and phone solicitations

### Installer

08/2008-05/2009, Mediacom LLC, Ottumwa, Iowa  
Sell companies products(cable television, phone, and internet) to existing customers, as well as new customers  
Complete training in customer service and satisfaction  
Installing and servicing phone internet and cable services.

## **Achievements**

### **Cambridge Investment Research**

Obtained customer service excellence gold certification  
Became a Registered Corporate Coach with WABC  
Became a member of ASTD (American society of training and development)

### **Axcess Financial**

Lead the Oskaloosa store to being the district leader in reactivated customers  
Lead the Oskaloosa store to being the district leader in new customers  
Was invited to participate in revisions made to the SOP

### **Primerica Financial Solutions**

Iowa Life & Health Insurance license obtained  
    With property and casualty endorsement from the state of Iowa  
    Auto Insurance endorsement from Primerica as a third party provider  
Personal loan endorsement attained  
Prepaid legal defense endorsement attained  
Lead new policy sales representative for July  
Lead recruiter for the months of April, and August

### **Pinnacle Security**

First year sale representative of the year  
Customer service and satisfaction certified by the better business bureau  
Area manager of the most productive office of the summer  
Headed the 30 man team that produced 2500 accounts  
Had 17 sales representative reach 100 sales  
Highest attrition rate in the company  
Chose to assist the regional manager in developing the training program

### **Mediacom LLC.**

Leader in sales for the region in the months of December and January among installers  
Leader in sales for the company in the month of January among installers

## **Education**

### **Indian Hills Community College**

#### **AA Degree 2014**

(Degree to be obtained online so it will create no scheduling conflicts.)

## **References**

Corey Reed, Regional Manager Pinnacle Security  
(801)369-3446

Sam Garnatz, Sales Representative, Primerica  
(319)350-6189

Brandon Reid, Sales Team Lead, ADT  
(641)226-0943