

Andrew K. Domino

Competencies

CUSTOMER SERVICE

- Consistently surpassed performance standards for response time, accuracy and client interaction
- Consult with customers on specific needs and interests
- Help guests find their product/service quickly and accurately, including follow up contacts if required to provide for the guest's needs
- Manage an average of 250 inquiries from multiple customers on more than 50 different client accounts in an average week
- Promptly respond to questions from guests and staff in an informative, patient and positive manner
- Refer customers to other staff members with expertise in a specific area if necessary

EXTERNAL COMMUNICATIONS

- Planned six public seminars, including developing subject matter, marketing materials and post-presentation response – seminar topics include business succession, small business management and retirement planning
- Increased client responsiveness by at least 25 percent by establishing and maintaining email and direct mail distribution lists
- Rewrite 800-word articles to 20 to 30 words without losing subject of article or readability
- Write twice-weekly blog on exit planning and financial topics
- Wrote grants that awarded \$5,000 to animal rescue organization, \$500 to high school arts program

INTERNAL COMMUNICATIONS

- Assisted in rewriting and editing employee training handbook, reducing excess content by 10 to 20 percent
- Created in-house document templates to reduce input time of client data into customer management software by 25 to 50 percent per client
- Data entry of insurance, mutual fund and stock information for five to 10 separate client accounts per day
- Designed, built and maintained client management system, including personal digital and print filing, appointment calendar, and organization of separate insurance and investment records for more than 200 individual and corporate clients
- Developed and distributed online and physical presentation to attract \$50,000,000 investment portfolio

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RELATIONSHIP DEVELOPMENT

- Committed to the highest levels of integrity and professional ethics
- Consulted daily with department staff to coordinate professional tasks efficiently (without overlapping job tasks)
- Discussed and determined responsibilities for each employee in writing
- Led meetings to prepare each day's assignments, acting as liaison between supervisors and other staff members
- Supervised and evaluated five to 10 office personnel in newspaper office
- Supervised five or more reporters, news anchors and technical staff twice weekly to meet nightly television news deadlines

TECHNOLOGY EXPERIENCE

- Advanced knowledge of Microsoft Office suite (including Word, Excel, PowerPoint)
- Advanced knowledge of Open Office, corporate proprietary software
- Design and develop web sites for six companies focused on financial services, exit planning, real estate development, freelance writing, with weekly maintenance and updating with new page content
- Technology consultant for multiple workplaces on subjects from email to document support

OTHER

- Hold current Series 7, 66, and life and health insurance licenses
- Japanese language: novice level (speaking and writing)
- Type 76 words per minute

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Work History

Freelance Writer	multiple publications, Kalamazoo, MI	Feb. 2007 to present
Blogger, Marketing Specialist	EXITS, LLC, Grand Rapids, MI	Oct. 2015 to present
Communications Specialist	Goforth Group, LLC, South Haven, MI	June 2014 to present, Aug. 2011 to Apr. 2013
Agent	Answer United, Kalamazoo, MI	March 2017 to present
Registered Associate	New York Life, Grand Rapids, MI	July 2014 to Feb. 2017
Customer Service	Sawall Health Foods, Kalamazoo, MI	July 2014 to Nov. 2014, May 2007 to Dec. 2008
Associate Financial Representative	Northwestern Mutual, Portage, MI	Oct. 2011 to Mar. 2014, May 2011 to Aug. 2011
Document Imaging	Pfizer Records Center, Portage, MI	June 2008 to Dec. 2010
Producer, Assignments	News 3 (WWMT), Kalamazoo, MI	Aug. 2005 to May 2007
Co-Founder	Stellar Video, Brighton, MI	Jan. 2004 to Apr. 2005
Writer, Producer	Action News (WXYZ), Southfield, MI	Apr. 2003 to Feb. 2005
Conference Biography Manager	Society of Environmental Journalists, Jenkintown, PA	2002 to 2007
Video Technician	Cecchini Video, Eastpointe, MI	Dec. 2002 to Apr. 2003
Clerk	Little Professor Booksellers, Brighton, MI	Oct. 2002 to Dec. 2004
Reporter	Livingston Co. Daily Press & Argus, Howell, MI	Sept. 1999 to Feb. 2002

Education

Paralegal Certificate	Western Michigan University, Kalamazoo, MI	2011
Video Production Certificate (GPA 3.74)	Specs Howard School of Broadcast Arts, Southfield, MI	2002
BA English (GPA 3.4)	Western Michigan University, Kalamazoo, MI	1995-1999

Contact

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