

Michael T Bush

232 S. Central Ave, Columbus, Ohio 43222

Mikebush75@gmail.com

Experience

Artist, Self Employed 7/2021 to Current

Ohio Public Employees Retirement System – Columbus, OH

- Member Services Representative, 08/2008 to 07/2014
- Senior Member Services Representative, 7/2014 to 3/2017
- Internal Help Line Representative 4/2017 to 7/2021

Educate and provide benefit information over the phone to members of varying ages and levels of education for them to make informed life-path decisions regarding all aspects of retirement. Topics include but are not limited to health care, pension, taxes, disability, survivor benefits, rollovers, 401 (A) retirement plans, purchasing of service credits, additional annuities, and retiree medical accouServed as a mentor for newly hired Member Service Representatives for over 8 years, providing support for approximately 7 representatives. Provide verbal and written feedback to mentee and supervision regarding the training status and progress of newly hired Member Service Representatives.

- Served as a business advocate regarding internal departmental changes in order to enhance the member experience and experience within Member Services
- Managed phone and office supply inventory for department.
- Provided both written and verbal feedback and resolutions to management and external members based on escalated situations.

Nationwide Financial Services – Columbus, OH

Senior Case Administrator/Account manager, 11/1997 to 06/2007

- Maintain a case load for pension plan administrators, managing over \$600 million in assets.

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- Managed the processing of deposits and withdrawal for participant's accounts and maintained reports and detailed account information for the Pension plan administrators.
- Assist top producing financial advisors and agents concerning procedures related to transferring assets of mutual clients.
- Researching and responding to telephone inquiries from financial advisors, clients and relinquishing companies in regard to transfer issues; specializing in solving customer service issues for external and internal customers; following-up on transfer requests with relinquishing companies; and providing the current status of transfers to financial advisors and clients
- Maintaining a list of transfers that are not in good order, and applications keyed in error
- Processing of corrective detail and correspondence for relinquishing companies;

Board Member/Board of Directors, 01/2013 to current, Franklinton Art District (F.A.D) – Columbus, OH

- Assisted in strategic public art plan development for Franklinton.
- Artist liaison, lead Juror and Festival Arts coordinator.
- Negotiated contracts with vendors and partnering arts organization for F.A.D festivals
- Developed current bylaws for Franklinton Arts District.

Administrative clerk, 04/1993 to 10/1999

United States Army Reserve – Columbus, OH

391st Military Police Battalion Duties included general office work such as filling (alphabetical and numerical) Operated multiple phone lines Word processing Assisted in operation of containment facility.

EDUCATION



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Associate of Science: Business Administration Psychology/Sociology, 1997
Columbus State Community College - Columbus, OH