

# MICHAEL T. BUSH

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## BUSINESS PROFESSIONAL WITH A PASSION FOR USING CREATIVITY TO MAKE A POSITIVE IMPACT

- Strong Leader and Mentor
- Effective Communicator and Strategic Customer Service Professional
- Professional Visual Artist
- Strategic Business Analyst and Forecaster

## EXPERIENCE

### **BOLD PENGUIN**

#### **Customer Solution Advocate**

**Columbus, Ohio  
October 2022 - Present**

- Assists over 100 B2B customers per day in determining business categorization and guiding them to solutions.
- Successfully connects with customers by speaking confidently, staying positive, and offering compelling arguments to match the business with the most suitable agent to meet their needs.
- Exceeds department completion standards by 3%.
- Achieved a customer service rating of 99%, surpassing department standards by connecting with customers personally and showing empathy.

### **EMPTYBUSH ART**

#### **Owner**

**Columbus, Ohio  
July 2021 – Present**

- Develops and creates original artwork.
- Markets and sells artwork through various social media platforms and websites.
- Curated an electronic portfolio showcasing artistic styles, interests, and abilities.
- Monitors events and actively attends art exhibitions to identify trends in art marketing.
- Negotiates contractual agreements for exhibitions of artwork, optimizing display and sales opportunities.
- Provides consultation with art festivals and art institutions on juried art programs and creating artist-driven programming.

### **OHIO PUBLIC EMPLOYEE RETIREMENT SYSTEM**

#### **Internal Helpline & Senior Member Services Representative**

**Columbus, Ohio  
August 2008 - July 2021**

- Created and managed two daily reports documenting performance metrics for 60 representatives.
- Provided expert guidance and resolved difficult and complex member inquiries about retirement over the phone and email, including escalated calls.
- Handled an average of 75 daily email correspondences with members regarding the retirement application process, while coaching 60 team members and associates from 6 processing departments on utilizing Ohio Revised Code 145 and appropriate call responses.
- Forecasted and identified trends in assistance; provided team members and associates with additional support from other departments to meet the changing needs of the business.
- Mentored newly hired Member Service Representatives for over 8 years, offering support to ensure the successful transition of new representatives to the organization. Provided valuable verbal and written feedback to mentees and supervisors regarding the training status and progress of newly hired Member Service Representatives.

- Served as a department liaison, facilitating internal departmental changes to enhance the member experience within Member Services.
- Managed phone and office supply inventory for the department.

**NATIONWIDE FINANCIAL SERVICES**  
**Senior Case Administrator / Account Manager**

**Columbus, Ohio**  
**November 1997- June 2007**

- Maintained a caseload of pension plan administrators, overseeing over \$600 million in assets.
- Ensured the accuracy of the deposits and withdrawals process for participant accounts.
- Conducted research and provided responses to telephone inquiries from financial advisors, clients, and relinquishing companies regarding transfer issues.
- Specialized in resolving customer service issues for both external and internal customers.
- Followed up on transfer requests with relinquishing companies and communicated the status of transfers to financial advisors and clients.
- Maintained a list of transfers that required correction or were keyed in error; processed necessary corrective actions and correspondence for relinquishing companies.

**UNITED STATES ARMY RESERVE**  
**Administrative Clerk**

**Columbus, Ohio**  
**April 1993 - October 1999**

- Served as an integral member of the 391st Military Police Battalion, performing various administrative tasks such as filing (alphabetical and numerical) and operating multiple phone lines.
- Proficient in word processing, ensuring accurate and timely documentation.
- Assisted in the smooth operation of the containment facility, demonstrating strong attention to detail and adherence to protocols.

**EDUCATION & CERTIFICATIONS**

**COLUMBUS STATE COMMUNITY COLLEGE**  
**Business Administration and Psychology/Sociology**

**Columbus, Ohio**  
**1995 to 1997**

**STATE OF OHIO**  
**Notary Public**

**2019 – 2024**

**COMMUNITY LEADERSHIP**

**FRANKLINTON ART DISTRICT**  
**Board Member**  
**Board President**

**Columbus, Ohio**  
**January 2013 - February 2023**  
**January 2022 – February 2023**

- Collaborated on the development of strategic public art plans for the East Franklinton arts district.
- Provided leadership as an artist liaison, lead juror, and festival arts coordinator.
- Successfully negotiated contracts with vendors and partnering arts organizations for FAD festivals.
- Played a key role in developing current bylaws for the organization.
- Conducted comprehensive operational analyses to evaluate the performance of the Executive Director and identify areas for potential improvement.

**EAST FRANKLINTON ARCHITECTURAL REVIEW BOARD**  
**Board Member**

**Columbus, Ohio**  
**2021-2024**