

Mark Hunter Bidwell
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COMMUNICATION - COMMUNITY – CUSTOMER SERVICE

PROFILE

A creative, goal focused and achievement oriented professional with a solid background in communications, coordination, collaboration, management and promotion.

Known for developing a rapport with all types of individuals. Recognized for honesty, integrity and ethics. Demonstrates competence in both communicating and distributing information in a usable manner. Understands the value of overall organization in accomplishing tasks and assignments. Demonstrates leadership, problem solving and decision-making skills with the ability to set priorities and organize operations for optimal results.

Experience:

Currently:

Operations Manager Ark-La-Ms Radio Group LLC Greenville, Ms.

July 2015 to present

Mid-day Air Personality 100.7 WDMS

Daily duties include Radio show, customer service, manages social media-facebook and Twitter accounts. Assembling and distributing press releases, writing and producing commercials and assembling advertising packages.

Lead Generator LeafGuard of North Alabama Huntsville Al.

January 2014 – July 2015

Manned a sales kiosk inside Costco, Huntsville and spoke with members passing by, demonstrating the benefits of upgrading to a superior, powder coated product which carried a limited lifetime warranty. Forwarded lead information gathered to home office so they could schedule a salesperson to measure home and establish an estimate for homeowner.

BBB of North Alabama, Huntsville.

May 2012 to January 2014

Community Outreach Coordinator

Community Outreach Coordinator. Daily duties included customer service and interaction with the public, management of the non-profits webpage, facebook and Twitter accounts. These tasks included editing and posting of articles and alerts, assembling and distributing press releases, writing and producing public service announcements and supporting BBB events.

Part-time student Calhoun Community College

September 2012 to present.

La Z Boy -Kincaid Furniture Gallery, Huntsville

March 15, 2011 to May 2012

Design Consultant - Sales

Customer sales representative for La Z Boy, Kincaid and Hammary brands. Utilized people skills and extensive product knowledge to assist customers in the market for quality home furnishings.

AT&T SSI- Temporary Holiday

Employee

November 15, 2010 - January 8, 2011

Temporary Holiday Employee - AT&T corporate store. Determined customer needs by asking simple questions and through minor trouble shooting, then directed customer to full time Customer Service Reps for help. Goal: to help reps achieve a higher rate of contact with qualified customers while keeping customer lines manageable and wait times minimal. Monitored and maintained products and appearance of store.

Muscular Dystrophy Association

August 2010- November 2010

VRC- Temporary Volunteer Recruiter

Member of a recruitment team which contacted local business owners and civic leaders encouraging them to use their contacts to help the local MDA office achieve their fundraising goals. Met daily requirements designed to ensure that services continued to be provided for over 350 client/families in need.

WAHR Star 99.1 FM Huntsville, AL

May 1994- August 2009

Air Personality, Assistant Program Director, Production Director, Community Outreach Coordinator.

Hosted a (top 3 rated) afternoon drive show. Duties included programming and promotions, managed day to day activities of a commercial production department, assisted local charities and non-profit organizations, managed website content, maintained Federal Communications Commission (FCC) related public files to assure standards and compliance for a three station cluster.

WBHP 1230 AM, Huntsville, AL

September, 1989- April, 1994

Morning Show Host, Assistant Program Director, Production Director.

Hosted a (top 5 rated) morning show regularly visited by local and regional news makers and celebrities. Scheduled and supervised the daily activities of air-staff, served as production/creative manager, and as a Community Outreach Coordinator assisting local non-profits and charities.

WWQM Country Q106 FM, Madison WI

January, 1984- August 1989

Radio Personality, Assistant Program Director, Music Director.

Hosted a (top 3 rated) afternoon drive show. Was responsible for programming music, served as a creative copywriter & production supervisor, Community Outreach Coordinator, telemarketing and promotions, producer of the Q106FM Country Pick-Off in association with the Hodag Country Music Festival, Rhinelander Wi.

Volunteer Activities/Accolades

American Cancer Society Spokesman of the Year 2009 (Southeastern United States)

American Cancer Society Spokesman of the Year (Alabama) 2009

Addy Award winning copy writer

Associated Press Short Documentary Award Winner

Recognized for regular efforts on behalf of non- profit organizations such as:

- The American Cancer Society, National Children's Advocacy Center, American Heart Association, Boys & Girls Clubs, MDA, Greater Huntsville Humane Society, Huntsville Hospital Foundation, Huntsville Rehabilitation Foundation, Blount Hospitality House and numerous others charities.

Additional Training

Part time student John C. Calhoun Community College, Huntsville Al. (2012-2014)

Dale Carnegie Sales and Human Relationship Training.