

Mark Wheeler

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Professional Experience

OSC Vocational Systems Bellingham, WA
Vocational Rehabilitation Counselor July 2018 - Present

- Assist injured workers heal and return to work. Provide in person and electronic counseling, research and support to help workers achieve their vocational goals.
- Communicate with stakeholders of a diverse cultures, who occupy a variety of socioeconomic statuses, respectfully and effectively tailoring presentation to meet needs and ensure comprehension.
- Manage dozens of claims simultaneously at all stages of service (VR, AWA, PD, PI) while performing all required vocational activities including labor market research, job analysis development, writing reports (AWA closing, training plans, etc), and professional correspondence.
- Maintain a high degree of flexibility to meet workers and stakeholders where they are at, ask fact finding questions, and demonstrate possible solutions to meet discovered needs.

Highgate Senior Living Bellingham, WA
Community Resource Manager May 2017 - July 2018

- Coordinated with department heads and staff to ensure records and processes comply with Federal and State regulations
- Responsible for managing AP, AR, & HR departments.
- Communicate with residents and family members effectively to promote engagement
- Train, mentor, and develop leadership in team members through opportunities within organization

Edward Jones Ferndale, WA
Financial Advisor July 2016 – March 2017

- Build business by proactively making and following up with contacts in the community
- Ask intentional questions to acquire needs and recommend appropriate solutions
- Effectively manage time, accurately input data, and research available products

Faithlife Corporation Bellingham, WA
Sales Supervisor March 2013 – December 2015

- Sell over \$750,000 in product each year personally and nearly \$3 million as a team, pushing records for my department higher
- Manage entire sales cycle from customer acquisition to repeat upsell opportunities to exceed goals
- Successfully balance lead generation, coordination with marketing team, assisting coworkers and customer service and client building tasks

Education

Enrolled: M. A. Rehabilitation Counseling; Western Washington University

M.S. Management and Leadership; Western Governors University

B.A. History/Social Studies, Minor in Political Science; Western Washington University