

Alex Kendall

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SUMMARY OF QUALIFICATIONS

- 2+ years of experience in Investment and Insurance Counseling with experience educating clients on investment concepts including time value of money, risk tolerance, diversification, and cash flow management.
- 5+ years of experience in FINRA financial environments building relationships with clients by providing support and proactive communication.
- Fiduciary experience efficiently multi-tasking to manage investment portfolios and retirement accounts for more than 65 households.
- Technical Expertise: Microsoft Word, Excel, PowerPoint, and Outlook; MoneyGuidePro; Salesforce

EDUCATION

Master of Business Administration - Western Governors University

- Financial Management: Gained expertise in statement analysis, portfolio management, risk assessment, and investment strategies to maximize returns with consideration of clients' risk tolerance and time horizon.
- Data-Driven Decision Making: Developed skills in creating and communicating evidence-based strategies to optimize investments aligned with client goals.
- Ethical Leadership: Enhanced professional skills focused on fostering integrity, transparency, and working for the best interests of clients.

Bachelor of Science: Business Administration – Western Governors University

- Innovative and Strategic Thinking: Utilize creative problem solving in creating detail-oriented solutions to multi-faceted and complex situations.
- Emotional and Cultural Intelligence: Refined interpersonal communication skills, constructively leveraging emotional intelligence and cultural awareness in sincere communications with diverse communities.

FINANCIAL INDUSTRY EXPERIENCE

Financial Advising

- Implemented comprehensive financial plans tailored to individual clients' goals, risk tolerance, and time horizons.
- Conducted regular portfolio reviews, rebalancing to ensure continued alignment with clients' goals with consideration of evolving financial objectives and fluctuating market conditions.
- Educated, and guided clients' decision-making regarding investment products, retirement planning options, and tax-efficient strategies to enhance their financial well-being.
- Built and maintained high quality relationships through personalized and sincere service, proactive communication, and consistent performance monitoring.
- Demonstrated strong multi-tasking and problem-solving skills, and the capacity to achieve organizational targets.

Insurance Counseling

- Advised clients on selecting appropriate life insurance policies based on a detail-oriented analysis of clients' coverage needs, premium affordability, and long-term financial goals.
- Educated clients on the comparative pros, cons, and situational appropriateness of Term, Whole, and Universal Life insurance and respective additional rider options.
- Coached clients in long-term care planning, helping them visualize and assess multiple steps of increasing care needs, family involvement in care, financial impacts of long-term care, and preserving their future legacy.
- Acted as a liaison for clients facing insurance approval challenges, advocating for optimal solutions that align with their individual needs and budget while maximizing coverage.
- Counseled clients on suitability of disability insurance coverage, ensuring clients are protected from income gaps due to long-term illness or injury.

Banking

- Opened and managed deposits, withdrawals, and distributions in Certificates of Deposit (CDs), Individual Retirement Accounts (IRAs), and Money Market accounts.
- Advocated for senior clients' safety, providing education and guidance on avoiding common elder abuse scams and other fraudulent activity.
- Generated and interpreted daily, monthly, and quarterly financial reports ensuring smooth daily operations.
- Resolved complex account issues and answered inquiries requiring in-depth account knowledge including assisting clients in resolving transactional disputes.
- Established and maintained professional network of referrals in adjacent and complimentary industries providing additional value to clients through quality professional recommendations.

ADDITIONAL EXPERIENCE

Leadership and Management

- Successfully led teams of 20+ people in daily operations, continuously improving productivity through efficient task delegation, consistent communication, and detailed performance tracking.
- Developed and employed comprehensive training programs increasing employee cross-functionality by 60%.
- Efficiently managed business administration operations including creating weekly schedules, participating in interviewing and hiring new team members, performing technical maintenance and repairs on business equipment, and ordering supplies and products for the business through multiple channels on a regular basis.

Customer Relationship Management

- Enhanced customer satisfaction by implementing personalized service strategies and detail-oriented problem solving.
- Developed and maintained strong client relationships, resulting in a 20% increase in client retention.
- Trained and mentored customer service teams, enhancing skills and knowledge, and increasing team performance and customer satisfaction scores.

Sales

- Thrived in highly competitive environments, multi-tasking to consistently exceed annual sales targets through strategic account management and effective and persuasive sales techniques.
- Collaborated with cross-functional teams, including marketing and product support, reach new prospective clients, identify pain points, and find personalized and tailored solutions to meet their individual needs.
- Consistently created and presented workshops and events to engage prospects, maintain relationships with clients, showcase solutions-based products, and provide community education.

Additional Soft Skills

- Active Listening; Empathy; Problem Solving; Networking; Strategic Thinking; Time Management; Learning Agility

PROFESSIONAL DEVELOPMENT & CERTIFICATIONS

Series 7 License

- Extensive knowledge of investment products, securities laws, and state and federal regulations.

Series 66 License

- Qualified to function in a fiduciary capacity as both a securities agent and investment advisor.

Washington State Life and Disability Insurance License

- Licensed to advise on and sell Life, Health, Disability, and Long-Term Care Insurance in Washington State.

Accredited Behavioral Financial Professional (ABFP)

- Trained in helping clients understand, recognize, and overcome biases, emotions, and behaviors that could negatively impact financial decisions.

Chartered Retirement Planning Counselor (CRPC) Candidate – Expected Completion: August 2024

- Skilled in developing personalized retirement plans, considering financial factors including income streams, investment strategies, and tax implications, as well as social fulfillment, long-term care, and legacy planning.

EMPLOYMENT HISTORY

- Financial Advisor – Edward Jones Investment Company December 2023 – Present
- Insurance Counselor – New York Life Insurance Company April 2022 – August 2023
- Customer Relationship Representative – Whatcom Educational Credit Union October 2020 – March 2022
- Customer Relationship Representative – WaFd Bank August 2019 – September 2020
- Assistant Deli Manager – Haggen’s Food and Pharmacy April 2018 – July 2019
- Person In Charge; Cook – Panda Express September 2015 – March 2018
- Person in Charge; Customer Service Representative – Kitchen Collection October 2013 – August 2015