

# Max Sverdlove

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## **EXPERIENCE**

**Growing Family Portraits, LLC dba Our365 Portraits**, Florham Park, NJ, September 2005 – August 2011  
*Corrections & Technical Specialist / Portrait Artist Internet Sales Rep., Customer Service Depart.* Served as member of the senior team leaders group for a nationwide photography studio and acted as customer services' technical support team member. Resolved complaints, including contractual issues, via extensive phone, email, and social media coverage. Supervised and followed-up with customers in regards to the processing of highly technical photography corrections, resulting in an increased retention of profits by decreasing the number of adjusted orders and retaining the customer-base. Oversaw and facilitated duties of retaining customers who wished to cancel their membership and processed cancellations due to atypical situations. Managed the process for resolving issues with incoming sales orders, resulting in an increased number of orders processed within contracted production and shipping schedules. Serviced sales calls via the internet using GoToMeeting and GoToMyPC virtualization software. Devised payment plans in order to collect monies owed due to returned payments, resulting in a decreased number of customer accounts being sent to collection agencies.

**Musical Horizon, LLC**, Livingston, NJ, June 2005 – Present

*Managing Member / President / Lead Engineer.* Established record label and mobile recording and editing company to record and promote up-and-coming classically-trained musicians. Expanded scope of services to include larger ensembles. Created division of company (Horizon Videography) that offers video services, as an add-on to parent company's professional audio services.

**Bnai Keshet**, Montclair, NJ, June 2010 – April 2011

*Website and e-Communications Specialist.* Updated and maintained the synagogue website with all announcements, events, and news topics. Collaborated with hired website design/maintenance consultant. Designed, edited, and collected articles for the weekly community newsletter in coordination with Board of Directors and religious leaders using services provided by Constant Contact. Reinvented and helped publish the former monthly print/PDF publication into a new media format for distribution via the website and Constant Contact. Converted all appropriate articles and announcements into print pamphlets handed out at services. Instructed and supervised other team members on e-newsletter/pamphlet production.

## **EDUCATION**

**Rutgers School of Law – Newark**, Newark, NJ

Candidate for J.D. Degree, May 2015

**The Pennsylvania State University**, World Campus

Law and Society program, August 2008 – December 2009

Honors: Dean's List – Fall 2009

**The Pennsylvania State University**, University Park, PA

**B.M.** in Music Performance, May 2005

Awards: Bryce and Jonelle Jordan Music Scholarship

Honors: Dean's List – 4 semesters

## **ADDITIONAL INFORMATION**

Attended summer music festivals. Several violin recordings available on iTunes. Produced 45-minute video documentary for a high school independent study project.