

# Mark A. Steinc

7435 Comorn Road, King George, VA 22485  
Cell(540) 845- 4340 · Office and Fax (540) 775-2907  
marksteinc540@msn.com

---

*Offering dedicated professionalism  
resulting from combined experiences with the  
US Air Force and excellence in the insurance industry  
as well as successfully serving furniture customers.  
Self-disciplined motivator,  
Skilled in conflict resolve requiring tact and diplomacy.  
Courteous, conscientious, team-worker.  
Expert craftsman in wood, minor leather repair, and some upholstery  
repair.*

## ACHIEVEMENTS

Successfully Managed and Maintained Craftsmen Furniture Services business,  
1999-2014

Named Chartered Property Casualty candidate with Geico, 1999

Quality Service Award Nomination at Geico, 1997

Initiated Interstate Training Manual for new associates, Geico, 1997

Associate of the Quarter, Geico, 1996

Expanded Service Department at Gallahan's Furniture, 1993

Good Conduct Medal for Three Years of Exemplary Service,

US Air Force, 1986

Superintendent's Award for Most Motivated, US Air Force, 1986

Emergency Service Training with the Green Berets, 1985

Special Events Accident Investigator with the US Air Force, 1984

## EXPERIENCE

**CRAFTSMEN FURNITURE SERVICES** Furniture Technician / Repair Specialist 1999 - Present  
Furniture touch-up and repair / Scheduling / In--Home servicing / Customer Servicing Customer problem resolving  
/ Moving Damage  
Specializing in wood repair, leather repair, upholstery

Currently servicing the following furniture stores in Virginia and Maryland:

**Ethan Allen Furniture**  
**Great Beginnings Furniture**  
**Sheffield Furniture (Refinishing Referrals)**  
**Hilldrup Moving and Storage/United Van Lines**  
**Classic Furniture**

Furniture Stores I serviced in the past

**Arhaus Furniture, Bassett Furniture, Mastercraft Furniture, La Mina Furniture**  
**Gallahan's Furniture, Bellini Furniture, IMI, Danker Furniture, Ambiente Collection**

**GEICO CLAIMS ADJUSTER** Fredericksburg, VA 1994-1999  
Communications / Negotiations / Mentoring / Class Instructing / Investigations  
General office work including billing, computer skills, dictating, filing  
Interviewing / report writing / Difficult case resolve  
Attorney - Police contact

**GALLAHAN'S FURNITURE REPAIR SPECIALIST** Fredericksburg, VA 1991 - 1994  
Sales / Quality control management / Department expansion  
Home servicing / Inventory / Ordering

**THE MASTER'S TOUCH** Shop Manager Fredericksburg, VA 1989 - 1991  
Furniture Refinishing / Scheduling / Quality control / Home servicing

**HOLIDAY INN SECURITY GUARD** Springfield, MO 1987 - 1989

**US AIR FORCE LAW ENFORCEMENT** 1983 - 1987  
Crisis Resolve / Personnel Safety / Accident Investigation / Hostage situations  
First Aid / Special Security / VIP escorting

## EDUCATION

**US AIR FORCE** Courses included: Career Development, Emergency Service Team,  
Traffic Accident Investigation and Reconstruction Supervisory Position in Law Enforcement

**BAPTIST BIBLE COLLEGE, Springfield MO** 2 ½ year studies including business education

**INSURANCE INSTITUTE OF AMERICA** Graduate Course

Additional courses completed:

Arbitration, customer relations, Macro economics, Micro Economics,  
Medical Diagnosis Evaluation, Time Management

*References and letter of commendation available on request*

# CRAFTSMEN

## Furniture Services

Mark A. Steinc

7435 Comorn Road · King George, VA 22485 · Cell (540) 845-4340 Fax (540) 775-2907

Marksteinc540@msn.com

### **SPECIALIZING IN**

Upholstery:

Spot cleaning

Mechanism repair and replacement

Frame repair

Panel replacement

Leather repair

Wood repairs:

Dents

Scratches

Cracks

Color matching

Burn-ins

Fill-ins

Touch up

Refinishing

In-home repair

Difficult case resolve

Critical customers

High-end furniture

### **Pricing**

First hour 85.00

Each additional hour 75.00