**AUSTIN D. FEDERAU**

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**WRITER AND EDITOR, MULTIMEDIA CREATOR**

**PROFESSIONAL SUMMARY**

Dedicated mass communications graduate with over four years of experience in social media management, content creation, and media relations. Adept in authoring and editing compelling content across various platforms, with a strong grasp of social media trends and effective digital marketing strategies. Skilled in coordinating media events, managing client relationships, and producing engaging multimedia content. Demonstrates excellent communication and teamwork abilities, with a foundation in journalism and mass communications. Eager to utilize skills in the role of a writer or an editor to contribute to the organization’s further success while sharpening my skills in the journalism field.

**CORE COMPETENCIES**

Journalism | Writing | Mass communications | Media creation | Social media management | Content creation | Content editing | Sports writing | Interviewing | Client management | Event organization | Research | Communication skills | Teamwork | Analytical skills | MS Office Suite | Adobe Photoshop

**PROFESSIONAL EXPERIENCE**

**Associate Claims Representative** 09/23 – Present

Auto-Owners Insurance, Indianapolis, IN

Maintains consistent communication with first-party and third-party clients to ensure a smooth claim process. Analyzes and resolves insurance claims including auto, commercial, property damage, and medical pay. Makes decisions on coverage and liability by examining and investigating files.

* Inherited a large volume of claims and handled all assignments promptly.
* Focused on identifying and addressing customer needs per organizational standards and regulations
* Established efficient communication channels between key clients and internal departments to support customer success

**Social media Management/Text Author and Editor – Remote** 09/19 – 07/23

MLS Detectives Group / REMAX Anchor Realty, Punta Gorda, FL

Assumed responsibility for creating, curating, and managing content across various social media platforms while also authoring and editing text for diverse communications. Created and scheduled social media posts, ensuring content was relevant, timely, and aligned with marketing campaigns. Created and edited content for multiple listing services and various real estate websites.

* Oversaw the online presence of a high-volume real estate group.
* Showcased a strong understanding of social media trends, excellent writing skills, and the ability to produce engaging content that aligns with the company’s brand voice and goals.

**Athletic Communications Intern** 08/19 – 05/20

University of South Florida, Athletics Communication Department, Tampa, FL

Assisted with preparing press releases, game notes, and media guides. Helped coordinate and facilitate media interviews with athletes and coaches. Maintained and updated media contact lists and databases. Wrote and edited content for various platforms, including press releases, website updates, and social media posts. Supported the communication team with special projects and tasks as needed.

* Successfully created multimedia content, including photos and videos, for digital use increasing post engagement.
* Helped manage and update the department’s website and social media channels with relevant and engaging content resulting in increased outreach.
* Planned and executed multiple media events, recorded game statistics, assisted with live updates, and managed media credentials.

**Athletic Consultant / Media Management Intern - Consultant** 06/19 – 09/19

Mid Atlantic Sports Consultants, Falls Church, VA

Facilitated communication between college coaches and clients via email and phone to meet mutual needs. Managed client relationships and handled social media operations. Maintained and monitored a daily client list to ensure up-to-date information and engagement.

* Successfully advanced clients’ athletic careers and provided personalized support and guidance.
* Curated content for social media platforms including Facebook, Twitter, Instagram, and LinkedIn resulting in significantly increased post engagement.
* Showcased excellence in optimizing social media posts to maximize outreach.

**EDUCATION**

**Bachelor of Arts (BA) in Mass Communications: Journalism** 2021

The University of South Florida, Tampa, FL