

MARK HACKENDAHL

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PROFESSIONAL SUMMARY

Recent accounting graduate seeking an entry-level accounting position. Brings nearly a decade of experience in commercial real estate and mortgage lending, including tenant billing and collections, accounts payable, CAM reconciliations, journal entries, and financial reporting for a 200+ tenant commercial portfolio. Recently completed a bachelor's degree in accounting while working part-time, with additional experience in financial statement analysis, cash flow analysis, data analytics, and business operations.

EDUCATION

Arizona State University, W. P. Carey School of Business

August 2026

Bachelor of Science in Accountancy

Relevant Coursework: External Reporting I & II, Internal Reporting, Taxes and Business Decisions, Data Analytics in Accounting, Integrated Business Processes and Enabling Technologies

Accounting Projects:

Lease Analysis | American Airlines

Analyzed lease accounting under ASC 842 and evaluated the impact of lease classification and disclosures on financial reporting.

Financial Statement Analysis | Dollar Tree

Analyzed the impact of stock repurchases on earnings per share using company financial statements and disclosures.

College of Lake County | Illinois

Associate of Arts

RELEVANT PROFESSIONAL EXPERIENCE

Rocket Mortgage | Remote / Phoenix, AZ

October 2021 – March 2024

Loan Officer

- Reviewed borrower income, assets, liabilities, and credit to structure refinance loans, including reconciling self-employed income to account for one-time business expenses.
- Maintained loan files across nine state licenses while meeting regulatory and documentation requirements.
- Ranked as a top producer in a specialty division with the highest client satisfaction scores company-wide; received Love Our Client and Rock Games awards.
- Served as licensing team captain, coaching peers on compliance and training benchmarks and running daily team competitions with an interactive spreadsheet tracker.

Entre Commercial Realty LLC | Arlington Heights, IL

May 2019 – December 2020

Commercial Real Estate Broker

- Closed more than \$1.3 million in commercial transactions through deal analysis, negotiation, and contract management.
- Negotiated industrial and office lease terms using market lease analyses of comparable properties and each party's financial requirements.

- Managed business finances using QuickBooks while operating as an independent commercial real estate broker.
- Tracked pipeline and transaction data in Salesforce, maintaining accurate records for a multi-broker team.

Nordic Properties Ltd. | Grayslake, IL October 2014 – January 2019
Managing Broker (2018–2019); Broker & Property Manager (2015–2018); Broker’s Assistant (2014–2015)

Family-owned commercial portfolio with 200+ tenants and 1.25 million sq. ft.

- Posted rent, CAM, and work order charges to tenant accounts in Yardi Voyager; billed tenants, maintained tenant ledgers, and handled collections for 200+ commercial tenants.
- Prepared CAM reconciliations, processed vendor invoices, and recorded journal entries as part of the property’s accounting operations.
- Identified improper maintenance charges in a shopping center’s CAM billing by reconciling invoices against snowfall and service records; overbilled tenants received rent credits.
- Prepared monthly cash flow reports and quarterly performance reports for ownership covering occupancy, collections, delinquencies, expenses, and lease expirations.
- Negotiated more than \$2 million in new net leases through financial term review and contract analysis; increased occupancy from 90% to 98%.
- Managed capital projects, including commercial roofs of up to \$300,000, HVAC, parking lots, and tenant build-outs; used competitive bids to keep projects on budget.
- Supervised two licensed brokers, coaching them on transaction management, client relations, and market analysis in CoStar.

ADDITIONAL EXPERIENCE

Binny’s Beverage Depot | Vernon Hills, IL October 2024 – Present
Sales Associate, Part-Time

- Worked part-time through my accounting degree; balance cash and card transactions at closing and follow cash-control and inventory procedures.

VISIT Milwaukee | Milwaukee, WI October 2011 – March 2013
Sales Assistant

- Led a wedding-destination marketing initiative that increased event bookings by 50%.
- Generated qualified leads for sales managers through targeted prospecting and contributed to development of a Milwaukee Sports promotional website.

SKILLS

Accounting and Financial

Journal Entries | Account Reconciliation | CAM Reconciliations | Accounts Payable | Accounts Receivable | Billing & Collections | Financial Statement Analysis | Financial Reporting | Cash Flow Analysis | Portfolio Analysis | Budgeting | GAAP | Internal Controls | Lease Review | ASC 842

Technology and Data

Excel (PivotTables, XLOOKUP, Formulas) | Yardi Voyager | QuickBooks | Tableau | Power BI | SQL | Python | Microsoft 365 | Salesforce CRM | CoStar | AI Tools (Claude, ChatGPT)