

# MARK WINTER

San Francisco, United States • 415-373-7396 • mark@markgwinter.com

## Professional Summary

Highly organized Executive Assistant and Operations Professional with 10+ years supporting C-level leadership across nonprofit, biomedical, and tech-adjacent sectors. Proven ability to lead complex projects, streamline workflows, and deliver high-impact administrative and operational support. Entrepreneurial leader and co-founder of a thriving restaurant, with hands-on experience managing teams, scaling operations, and driving growth. Bilingual in English and Spanish.

## Experience

### Twisted St. Café

**2020 – Present**

*Restaurateur*

*San Francisco, CA*

- Co-founded a California-Mexican fusion café and eatery, launching just before the COVID-19 pandemic and quickly adapting operations to successfully sustain the business through major disruptions.
- Introduced new revenue streams and operational pivots that enabled long-term growth and customer retention, scaling the business into a successful multi-location venture.
- Built and led a 10-person team while managing all facets of operations, including staffing, vendor relations, and customer experience.

### Parker Institute for Cancer Immunotherapy

**2015 - 2019**

*C-Level Executive Assistant & IT Support*

*San Francisco, CA*

- Selected to provide IT Support and Executive Assistance to a diverse group of C-level leaders at the Parker Institute for Cancer Immunotherapy, including the Co-Founder & VP, Head of Scientific Programs, VP of Bioinformatics, Executive Director of Technology, VP of Strategic Alliances, and Executive Director of Intellectual Property.
- Delivered seamless IT hardware installation, software support, and troubleshooting for all institute employees across departments.
- Supported a high-impact research network comprising over 40 laboratories and more than 300 leading cancer researchers and immunologists nationwide.
- Played a key role in maintaining operational efficiency and technical uptime within a complex, fast-paced biomedical research environment.

### On Lok Lifeways

**2010 - 2015**

*C-Level Executive Assistant*

*San Francisco, CA*

- Supported the COO, Chief Strategy Officer, and Director of PACEpartners at a 700+ employee nonprofit, managing calendars, travel, daily operations, and cross-functional coordination.
- Acted as lead organizer and minute taker for executive meetings, including Board of Directors, Senior Staff, and Ethics Committee sessions.
- Prioritized competing demands across program teams, while managing executive travel, expense reports, and credit reconciliations.
- Created executive-level presentations and prepared materials for internal and external stakeholder meetings.

## **Flowers Heritage Foundation**

**2008 - 2010**

*C-Level Executive Assistant & Project Manager*

*Oakland, CA*

- Provided high-level operational and strategic support to the Executive Director, streamlining daily workflows and preparing materials for executive board engagement.
- Spearheaded coordination of four mission-critical HIV/AIDS programs, leading efforts across logistics, marketing, digital communications, and large-scale event execution.
- Oversaw a global distribution program delivering 1 million+ condoms annually, ensuring international impact in underserved communities.
- Raised \$19K+ in grassroots donations for the 2008 and 2009 SF AIDS Walk.
- Awarded with the 2009 Gold Bullion Employee Excellence Award (top 1 of 75 staff).

## **International Contact, Inc.**

**2007 - 2008**

*Project Coordinator, Interpreter and Translator*

*Oakland, CA*

- Managed end-to-end coordination of Spanish-language projects at a top 10 U.S. multilingual communications agency, serving national and international clients across public health, security, transportation, and policy sectors.
- Oversaw cross-functional teams of translators, interpreters, proofreaders, and designers to ensure timely, high-quality project delivery across multiple time zones.
- Delivered Spanish/English interpretation services at community events, including foreclosure workshops, helping attendees navigate complex legal and financial processes.
- Balanced multiple concurrent deadlines while driving clarity, cultural accuracy, and operational excellence in language access initiatives.

## **Education**

**Bachelor's Degree in Computer Science, Minor in Business Administration**

Monterrey Institute of Technology (ITESM)

## **Skills**

**Environments:** All Microsoft Windows Operating Systems, iOS Operating Systems.

**Software and Applications:** Microsoft Office (Word, Excel, PowerPoint, Outlook, Project), Google Workspace, Project Gantt, ADP Payroll, Chat GPT.

**Languages:** Fluent in English and Spanish