

Mark H. Durgee

markdurgree@gmail.com

Summary

Client-focused problem-solver looking to exceed goals and increase performance. Builds meaningful, human networks in an increasingly digital world. Innovates with a growth mindset and a passion for leveraging strengths. Excels in providing effective, personalized customer service experiences in a remote work environment. Developing competencies for a career in mental health and wellness.

Experience

ICUC/Dentsu International ▪ Remote

Social Media Content Specialist Contractor ▪ 2022-2023

Fresh Pressed Olive Oil Club ▪ Remote

Quality Control, Customer Service, Member Services Contractor ▪ 2018-2022

Association for Talent Development ▪ Remote

Virtual Classroom Facilitation Contractor ▪ 2014-2019

InSync Training, LLC ▪ Remote

Virtual Classroom Facilitation, Instructional Design, Coaching, and Evaluation Contractor ▪ 2012-2019

Independent Consulting ▪ Remote

Instructional Design, Facilitation, Social Media Management ▪ 2011-present

Roosevelt University ▪ Chicago, IL, USA/Remote

Training and Development Department Graduate Assistant ▪ 2009-2011

Kaplan University Online ▪ Chicago, IL, USA

Director of Admissions, Admissions Manager, Admissions Advisor ▪ 2005-2009

Cheesecake Factory ▪ Chicago, IL, USA

Server, New Hire Trainer ▪ 2003-2005

Education

Clark University ▪ Worcester, MA

Bachelor of Arts in Sociology, Minor in Philosophy

Roosevelt University ▪ Chicago, IL

Master of Arts in Human Performance Improvement

Angelo State University ▪ San Angelo, Texas

Master of Arts in Mental Health and Wellness Counseling (in process)

Mark H. Durgee

Notable Engagements

3M (2014-2017) ▪ Virtual Classroom Facilitator/Subject Matter Expert for compulsory management development program in the areas of performance management, providing effective feedback, and team building

Association for Talent Development (2014-2019) ▪ Blended-learning Facilitator for the world's largest talent development organization. Facilitated online content, managed self-directed activities, and provided coaching based on evaluation of capstone projects. Courses: *Designing Virtual Training Certificate* and *Facilitating Virtual Training Certificate*

Cisco Sales Associate Program (2012-2017) ▪ Evaluator and Instructional Technical Support Specialist. Developed/administered all Level 1 evaluations for an award-winning, global, new-in-career sales and engineering training program. Program/technical support for facilitators, instructional designers, and learners for engineering cohorts throughout each year-long training cycle

Cisco Virtual New Employee Orientation (2014-2019) ▪ Facilitator and Instructional Designer. Piloted and continuously facilitated the global, virtual delivery of an award-winning new employee orientation and onboarding program for Cisco Systems. Provided instructional design consulting and piloted versions 2.0 and 3.0

Fresh Pressed Olive Oil Club (2018-2022) ▪ Quality Control Manager for bottling and shipping logistics. Member Services Specialist responsible for all customer service, billing, and logistics inquiries via phone, chat, and email

ICUC/Dentsu International (2022-2023) ▪ Social Media Content Specialist for IBM and The Weather Channel. Monitored social media accounts, engaged with users, and followed escalation protocols. Platforms included Twitter, LinkedIn, Facebook, YouTube, Instagram, and TikTok

InSync Training, LLC (2012-2019) ▪ Blended-learning Facilitator and Instructional Designer of IACET-accredited courses including *Virtual Classroom Facilitation Mastery*, *Virtual Classroom Design Mastery*, and *Advanced Virtual Classroom Techniques*. Managed self-directed activities and provided coaching based on performance outcomes of capstone projects. Developed and administered 360-degree evaluations and review strategies for certificate programs that exceed IACET accreditation standards

Kaplan University Online (2006-2009) ▪ Director of Admissions for a team of five direct reports and over seventy indirect reports with student success as the top priority. Deployed personalized conversion-rate coaching techniques focusing on Admission Advisor strengths. Implemented an organizational exchange program between departments to bridge gaps in the student experience. Facilitated leadership development courses for new managers and sponsored growth mindset initiatives

Roosevelt University (2009-2011) ▪ Graduate Assistant for the Training and Development/Human Performance Improvement graduate programs. Served as point of contact for the university's launch of the Association for Talent Development University Partnership Program. Led the social media and digital community of practice programs using Facebook, Twitter, LinkedIn and WordPress. Role led to winning the 2010 Chicagoland Association for Talent Development Deb Colky Student Award. Presented at the 2010 Association for Talent and Development International Conference and Exposition during the program, "University/Professional Organization Partnerships: A Competitive Advantage"