

## **Marcus D. Steele**

13803 Kings Frederick Way, Upper Marlboro, MD 20772

[starcon09@gmail.com](mailto:starcon09@gmail.com)

(301) 613-1071

### **Experience Summary**

- Quality Assurance
- Incident Management & Investigation
- Program Development & Procedures
- Human Resource & Training
- Internal Investigator Level II
- CPR Certified
- Microsoft Office Suite, Adobe, PeopleSoft
- Marketing, Networking and Events Coordination
- Human Rights Advocate and Community Support Liaison

### **EDUCATION**

American University

Certified Research Analyst Program

Currently enrolled

Virginia State University

Bachelor of Liberal Arts in Sociology

June 1998

### **Professional Experience**

Star Consulting Services

**Sole Proprietor**

11/2009-Present

- Consulted management in the health care service and business field
- Provided training to health care providers and businesses
- Successfully implemented policies, procedures, protocols and guidelines
- Coached upper level management on organizational techniques, service delivery monitoring, and inspections
- Provided marketing services and tools which improved customer notoriety and public business relations
- Improved company performance by implementing target goals with achievement dates

Government of the District of Columbia

**Department on Disability Service, Service Coordinator** 7/2003-9/2009

## **Marcus D. Steele**

13803 Kings Frederick Way, Upper Marlboro, MD 20772

[starcon09@gmail.com](mailto:starcon09@gmail.com)

(301) 613-1071

- Provide case management services for individuals with intellectual developmental disabilities.
- Coordinated and planned individual support plans, levels of care, end of life and financial plans
- Monitored service provider and delivery of services
- Served as liaison to individuals, support circles, family members, and legal guardians
- Prepared monthly service reports
- Reviewed quarterly and bi-annual service reports
- Facilitated annual reviews and renewals of support plans and maintained client records