

Mark Elrod

Malden, MA

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Professional Summary

Proven leader at Penny Arcade, adept at enhancing customer satisfaction and team performance through creative problem-solving and effective collaboration. Demonstrates exceptional time management and multitasking abilities, with a track record of developing user-centric documentation and interactive content.

Education

BME: Mechanical Engineering, Minors: Mathematics, Biomechanical Engineering, May 2014

University of Delaware: coursework included Python, Microsoft Office, design processes, problem solving.

Certificate: UX Design, April 2020

Bloc/Thinkful: coursework included HTML, CSS, Git, Github, user research, user testing, accessibility standards.

Work History

Zone Lead: Penny Arcade, December 2023 to Present

- ◆ Conduct performance evaluations, identify areas for growth and provide constructive feedback to ensure the best use of enforcers' strengths and talents.
- ◆ Enhance customer satisfaction through proactive communication and the timely resolution of issues.
- ◆ Lead a team of enforcers to ensure exhibitors' satisfaction by allocating the available resources to solve issues in a fast-paced environment.

PAX Enforcer: Penny Arcade, December 2019 to Present

- ◆ Provided white glove service to 30+ companies, balancing the time required to resolve issues to ensure each booth's needs were met in a timely manner.
- ◆ Provided excellent customer service by addressing concerns promptly while maintaining a professional demeanor during high-pressure situations.
- ◆ Monitored exhibitors' planned events and unannounced 'surprises' to ensure appropriate staffing levels while maintaining confidentiality.

Technical Writer: Technical Writers Inc., January 2015 to May 2019

- ◆ Consistently delivered document projects while working within tight deadlines in a fast-paced environment.
- ◆ Managed version control and timely updates of documents through effective project tracking and organization.
- ◆ Conducted thorough document reviews to identify inaccuracies, inconsistencies, or areas needing clarification.
- ◆ Enhanced user experience by simplifying complex technical concepts into easy-to-understand documentation.
- ◆ Developed multilingual (English, Chinese, Japanese, Russian) interactive training modules using Articulate Storyline to support domestic and international markets.
- ◆ Developed multimedia assets such as video tutorials and interactive demos to enhance user engagement with products.

Skills

Microsoft Word • PowerPoint • Outlook • Excel • Adobe Framemaker • Git/Github • HTML • CSS • Python • Madcap Flare • teamwork • collaboration • honest • dependable • reliable • responsible • multitasking abilities • problem solving • time management • attention to detail • creative thinking

Accomplishments

Professional Technical Writing Certification (Ugur Akinci)— June 2024

API Documentation (JPDocu School of Technical Writing)— June 2024

Eagle Scout (Boy Scouts of America)— Nov 2009