

Mark Elrod

Professional Summary

Proven leader at Penny Arcade, adept at enhancing customer experiences 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 user research, user testing, accessibility standards, HTML, CSS, Git, Github.

Work History

PAX Enforcer: Penny Arcade, December 2019 to Present

- ◆ Provided white glove service to 30+ companies, balancing the time required to resolve issues and ensure each booth's needs were met in a timely manner during high-pressure situations.
- ◆ Led a team of enforcers to ensure exhibitors' satisfaction by allocating the available resources to solve issues in a fast-paced environment.
- ◆ Conducted performance evaluations, identified areas for growth, and provided constructive feedback.
- ◆ Monitored exhibitors' planned events and unannounced 'surprises' to ensure appropriate staffing levels while maintaining the confidentiality levels required by each exhibitor.

Shift Manager: Amazing Escape Room, December 2022 to December 2023

- ◆ Analyzed customer feedback to inform experience designs, reducing negative reviews by >90%.
- ◆ Managed each element of the customer experience workflow: welcome and introduction, game play, wrap up, and room reset, balancing a positive customer experience against tight time constraints.
- ◆ Coordinated and oversaw game masters' work, mentoring them in escape room operation and customer interaction.
- ◆ Took on special projects outside the scope of regular tasks to improve customer and employee on-site experiences.

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

- ◆ Consistently delivered document projects while working within tight deadlines in a fast-paced environment.
- ◆ Researched products using the internet, print media, and direct consultation with SMEs to provide accurate, informative, and accessible documentation for a variety of audiences.
- ◆ 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, technical diagrams, and interactive demos to enhance user engagement with products.

Skills

Microsoft Word • PowerPoint • Outlook • Excel • Adobe Framemaker • Git/Github • HTML • CSS • Python • 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