

Mark L. Harper Jr.

Canal Winchester, OH

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Profile

Data-driven professional with a B.A. in Political Science (Magna Cum Laude) from The Ohio State University and a Google Data Analytics certification. Over nine years of experience in hospitality, government relations, and education, excelling in data analysis, project management, and leadership. Proven ability to streamline operations, manage complex datasets, and drive strategic decision-making. Passionate about learning, problem-solving, and leveraging data insights to improve efficiency and outcomes. Leadership experience includes serving on the Greater South East Area Commission and the United Way of Erie County's Board of Directors.

Education

The Ohio State University
Master of Public Administration

Columbus, OH
Anticipated May 2027

Bachelor of Arts in Political Science

- **Honors:** Magna Cum Laude, Pi Sigma Alpha (National Political Science Honor Society)
- **Coursework:** Policy Process, Campaigns and Elections, Community Development, Supreme Court Case Law

Coursera

Google Data Analytics Specialization Certificate

- **Coursework:** Introductory to R, SQL, and Tableau; Data Aggregation, Calculations, Cleaning, Ethics; Spreadsheets

Work Experience

Program Assistant | The Ohio State University College of Engineering

July 2024 - Present

- Act as the primary point of contact for Aerospace, Mechanical, and Nuclear Engineering programs, facilitating communication and coordination within the Department of Mechanical and Aerospace Engineering.
- Provide administrative support, including event planning, fellowship application management, and faculty recruitment, optimizing departmental operations and efficiency.
- Oversee external advisory board meetings and serve as backup for other administrative roles, ensuring continuity and effective departmental support.

Substitute Teacher | Renhill

January 2023 - May 2024

- Followed lesson plans provided by the regular teacher to create a cohesive and consistent learning experience for students, resulting in uninterrupted educational progress.
- Managed the classroom effectively to encourage student participation, minimize distractions, and maintain a positive learning environment, while adapting teaching methods to fit the needs of each individual student.
- Provided in-class and at-home assignments based on the available lesson plan and developed lesson plans and assignments consistent with the regular teacher's past lesson plans, ensuring continuity in student learning and preparation for assessments.

Guest Services Supervisor | Kalahari Resorts and Conventions - Sandusky, OH

September 2021 - June 2023

- Supervised a team of 20+ Associates across the Front Desk, Communications Center, and Valet, ensuring exceptional guest experiences through training, coaching, task delegation, labor monitoring, and compliance with Ohio Minor Labor Laws, while serving as Manager on Duty as necessary.
- Oversaw front office operations, including check-in/check-out processes, emergency procedures, guest concern resolution, room revenue maximization through Rooms Merchandising, and accurate dissemination of rates, promotions, and in-house group details.
- Utilized Agilisys Visual One, HotSOS, Micros by Oracle, Mite! Connect, and Zingle Texting Software to streamline communication, enhance guest services, and manage front office inventory.

Program Assistant I **The Ohio State University Fisher College of Business** **Aug. 2019 - Aug. 2021**

- Facilitated faculty annual reviews by updating professional profiles, delivering review letters, managing research and journal postings, and supporting PhD students in their job market search
- Streamlined operations by serving as the first point of contact, managing inventory and subscriptions, overseeing office technology, coordinating student workers, and maintaining the department website and display board.
- Planned and executed departmental events, including invited speaker engagements, by coordinating travel, booking venues, ordering catering, and managing event logistics to ensure seamless execution.

Admin & Operations Student Assistant I **John Glenn College of Public Affairs** **Sept. 2015 - Aug. 2019**

- Performed tasks for the Director of Administration and HR & Fiscal Associate, such as pulling BuckIQ Financial reports and conducting data analysis projects, which supported the advancement of college operations and improved efficiency in handling eRequests for Faculty/Staff
- Responded to and resolved Facility/IT tickets reported by Faculty and Staff within the Help-Desk system, and assisted Graduate students in the computer lab, ensuring smooth operation and maintenance of computers and printers during academic terms
- Checked inventory and managed office supplies, completing miscellaneous tasks for the Director of Facilities/IT and the Facilities/IT Manager, which ensured efficient resource availability and operational support

Personal and Technical Skills

Technical: Microsoft Office (Word, PowerPoint, Excel), Workday, Data Analysis & Reporting, Inventory & Supply Management, Event Planning & Coordination, Travel & Accommodation Coordination

Personal: Team Leadership and Supervision, Stakeholder Engagement, Client/Customer Service, Cross-Departmental Coordination, Problem-Solving and Troubleshooting, Time Management, Organizational Skills

Volunteer Experience

United Way of Erie County, Board of Directors **Aug 2023 - April 2025**

- Provides leadership and governs United Way of Erie County (UWEC) by providing oversight and strategic direction of its activities and control of its property
- Works with Executive Director and office staff to achieve the vision and mission of UWEC
- Tasked with ensuring adequate resources to achieve the goals of UWEC and monitors the effective management of those resources

Greater South East Area Commission I **City of Columbus** **Jan. 2018 - Aug. 2020**
May 2024 - Present

- Affords additional voluntary citizen participation in decision making in an advisory capacity to Columbus City Administration and Columbus City Council as well as facilitates communication, understanding, and cooperation between neighborhood groups, city officials, and developers through an elected position.
- **Vice Chair (2024 - Present) | Chair (2020) | Secretary (2018 - 2020)**
- **Committee Chair:** Bylaws, Communications & Marketing, Zoning (Present) **| Committee Co-Chair:** Outreach
- **Major Achievements:**
 - o Advocated for and secured Wi-Fi in all City Pride Centers and led a digital overhaul, increasing social media following by 500% and digitalizing records in compliance with Ohio Sunshine Law and City Ordinances.
 - o Played a key role in zoning changes for over \$1 billion in projects, resulting in infrastructure revitalization, commercial development, and the creation of the first Permanent Supportive Housing for 18-24-year-olds at risk of homelessness in the U.S.
 - o Contributed to the development of over 2,000 new housing units, supporting economic growth and neighborhood revitalization.

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- Serve as a staff advisor by mentoring student participants, managing trip finances, coordinating logistics, facilitating educational and reflective activities, and contributing to pre- and post-trip meetings in support of the program's mission.
- **Student:** Gay Men's Health Crisis (New York City), South Carolina Department of Juvenile Justice (Columbia, SC)
- **Staff Advisor:** Medici Project - Human Trafficking (Atlanta, GA)