

Mark J. Durdach

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Professional Experience | Languages: English and Spanish

Estate Improvement – General Manager of Sales and Operations *11/24-10/25*

- Launched residential property services business from scratch, generating \$50K+ revenue.
- Closed and managed 36+ client contracts with 9 repeat customers and 80% job profitability rate.
- Consistently maintained 20–25% margins while solo-operating or leading teams of up to 4 on multi-phase projects.
- Produced \$2K+ in monthly work to cover all operating expenses, enabling investment into tools and equipment.

Cultura Spirit – Sales Representative/Tour Guide *02/22 – Present*

- Generated \$12K+ in total revenue through part-time, commission-based sales of high-ticket travel packages and coffee.
- Sold 5 full-price international travel packages (\$1.5K–\$2K each) and over 200+ units of specialty coffee.
- Operated as the CEO's go-to sales and marketing contractor, supporting key initiatives on an as-needed basis.
- Secured meeting between CEO and local university to explore study abroad partnership, opening potential B2B venture.

markdurdach.com – Freelance Web Developer *11/18 – Present*

- Built 32 custom websites for SMBs across 12+ industries, with 66% client retention and 21 active annual contracts.
- Launched ecommerce store that scaled to \$7K/mo in sales and helped 5 sites reach 5K+ monthly web traffic.
- Delivered full-scope service from copy to design/dev and more with \$1–9K project value range.
- Averaged \$3K+ per client in total value while operating as solo, responsible for delivery, sales, and support.

Black & Brass Coffee Roasting Co. – Production Operations Manager *01/23-12/23*

- Oversaw 1,000+ lbs/week of roasted coffee output while supporting \$50K/month in eCom and wholesale revenue.
- Cut team size from 12 to 5 while nearly doubling production efficiency and slashing labor costs by 50%.
- Increased total revenue by up to 33% by streamlining fulfillment, vendor coordination, and account management.
- Operated as department lead under CEO, managing a small team across production, retail stocking, and logistics.

tech42 – L1 Network Technician *12/20-7/21*

- Handled 20-40 support tickets weekly for SMB, healthcare, legal, and manufacturing clients with <20 min avg response.
- Maintained 80%+ first-touch close rate and led L1 team in both ticket volume and speed of resolution.
- Delivered live remote support and on-site deployments, while managing documentation and assisting in server operations.
- Escalated only 1 in 5 tickets to L2 support, reducing workload on senior techs and improving client satisfaction.

Settlers Hospitality Group – Front of House Team Member *06/16-10/20*

- Served across fine dining, hotel, and event venues, managing high-volume food and beverage sales during peak seasons.
- Averaged \$2K+ in sales per shift on weekends and maintained 20%+ tip rate across all customer interactions.
- Handled all customer-facing operations including order accuracy, payment processing, and issue resolution.
- Ensured clean, welcoming guest experiences in fast-paced, high-touch service environments.

Relevant Education

The Serial Sales Community – Remote Sales Community

10/25 – Present

- Studied remote sales processes including prospecting, pipeline management, and discovery call frameworks.
- Gained exposure to full sales cycle techniques for high-ticket offers, with emphasis on value-based selling.
- Learned from top-performing closers and agency owners through weekly breakdowns and community Q&As.
- Seeking a remote 1099 sales role where I can bring in revenue fast, adapt quickly, and grow into a top earner.

Fox Web School – Web Design Sales Training Program

Completed 02/24

- Completed intensive program focused on B2B web design, client communication, and high-value offer creation.
- Learned how to pitch and sell \$3K–\$10K web projects to SMB owners using a value-driven sales strategy.
- Applied training to existing freelance web development work.
- Developed client acquisition skills through cold outreach, inbound marketing, and direct sales calls.
- Sold 6 websites in the first 30 days after completing this program.

Formal Education

Keystone College – Double B.S. Computer Science and Information Technology

08/16-12/20

- Minors in communications and mathematics.
- Served as student government vice president and president.
- Member of Alpha Lambda Delta honor society.
- Completed two years of work study experience in the IT department.

Interests

- Bilingual (English and Spanish)
- BSA Eagle Scout (04/16)
- Member at Ledgesdale Volunteer Fire Department.
- SDI certified recreation SCUBA diver.