



## CONTACT

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## SKILLS/QUALITIES

- Persuasive & Inspiring Speaker
- Fundraising & Grant Writing
- Relational Leadership
- Program Development
- Crisis Management
- Strategic Thinker (INTJ)

## EDUCATION

### MS Clinical Mental Health Counseling

Grand Canyon University - Present

### MS Psychology & Executive Coaching

Grand Canyon University - 2021

### BA Behavioral Science

Indiana University Bloomington - 2008

# MARCUS THIGPEN

## Transformational Leader

## PROFESSIONAL SUMMARY

Bold, purpose-driven leader with a systems mindset and a passion for healing, transformation, and growth. Backed by years of experience in leadership, counseling, and faith-based initiatives, I bring a unique blend of strategic vision, operational excellence, and trauma-informed care. Skilled in building programs from the ground up, mobilizing teams, and creating spaces where both clients and staff can thrive. Adept in fundraising, governance, and cross-sector collaboration, with a deep commitment to centering lived experience and leading with both compassion and conviction.

## RELEVANT EXPERIENCE

### Inside Sales Representative, Vaccines

Syneos Health | Jan 2023 to Present

- Drive territory planning through strategic pre- and post-call analysis to maximize customer engagement
- Partner with Sales Manager, Regulatory, and Medical Affairs teams to promptly address and resolve client needs
- Effectively use telephony systems and ensure accurate CRM documentation in alignment with business protocols

### Surgical Plan Specialist, Inside/Outside Sales Rep

Alcon | May 2021 to Jan 2023

- Built strong relationships with key stakeholders through exceptional communication and interpersonal skills
- Supported field reps to secure service plans and ensure customer satisfaction
- Identified upsell opportunities with existing customers to expand Alcon's market reach
- Achieved sales goals by generating new business through prospecting, lead follow-up, and renewals
- Generated \$3M+ in revenue within the first few months of the role

### Player Engagement & Development Manager

National Football League | OCT 2020 to May 2021

- Supported and empowered athletes through career transitions, both on and off the field
- Planned and coordinated department events and presentations with League staff, players, and Legends
- Provided oversight across key program pillars: education, financial literacy, and personal/professional development
- Maintained accurate participant data by managing profiles, rosters, and contact information



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## ACCOMPLISHMENTS

- Brilliance Award recipient
- Circle of Excellence Award honoree
- Featured in Ballers (HBO)
- Ride Along 2 (Universal Pictures)
- Author of 20+ books on faith, mental health, and personal growth
- Sought-after speaker and trainer for youth, athletes, and faith-based communities
- Dean's List
- Alpha Chi
- Summa Cum Laude

## RELEVANT EXPERIENCE, CONT.

### Delivery Driver

Amazon | May 2019 to OCT 2020

- Strengthened communication and decision-making skills through high-volume customer interactions Consistently met and exceeded delivery targets while maintaining a strong focus on safety
- Handled customer complaints, order adjustments, and inquiries to support retention and satisfaction
- Collaborated with dispatchers and kept customers informed on delivery status updates

### Automist Technician

Restaurant Technologies | Feb 2018 - May 2019

- Installed core products for new customers and provided hands-on training, troubleshooting, and technical support
- Ensured accurate documentation and inventory management in compliance with company standards
- Delivered exceptional customer service by adhering to phone protocols and service excellence guidelines
- Participated in on-call rotation to meet customer needs and provide timely, reliable support outside standard hours

### Franchise Owner & Program Director

i9 Sports | Apr 2016 to Feb 2018

- Managed program development, operations, and fiscal oversight to ensure effective and sustainable outcomes
- Designed and executed marketing and community outreach strategies to increase engagement and visibility
- Led youth sports programming and coordinated facility scheduling for smooth, efficient operations
- Supervised, trained, and supported team members and volunteers to ensure program excellence
- Created and sustained innovative, mission-aligned programs to meet the evolving needs and interests of youth participants

### Professional Athlete

NFL/CFL | May 2009 to May 2020

- Honed time management skills while collaborating with a diverse team in high-performance settings
- Demonstrated strong teamwork, leadership, and discipline—elected team captain by peers
- Thrived under pressure in competitive and high-stakes environments, maintaining focus and composure
- Developed quick decision-making abilities and adaptability in fast-paced situations
- Practiced exceptional self-discipline in training, nutrition, and lifestyle to perform at an elite level
- Strengthened public speaking and interpersonal skills through frequent media and fan engagement