

# Duncan H. Boyd

626 State Route 203 • Spencertown, NY 12165 • (802) 249-3053 • [Duncan@DuncanHBoyd.com](mailto:Duncan@DuncanHBoyd.com)

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## *Skills Overview*

- Administrator with exceptional written and oral communications.
- Proven manager and coordinator with strong analytics proficiency.
- Experienced trainer, facilitator, and mediator.

## *Professional Experience*

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|------------------------|--|---|
| Sep. 2014<br>Present   | <b>Market Source / Target Mobile</b><br>Lanesborough, MA   | <b><i>Store Manager/District Team Lead</i></b>      |
|                        | Provide overall store management, administrative leadership, and supervision for this technology focused program within a major national retailer.   |   |
|                        | <ul style="list-style-type: none"><li>• Certified to interview and hire candidates to fill open positions in our 16 store district.</li><li>• Certified to execute progressive discipline including coaching and written documentation regarding policy violations while supporting our mission of employee retention and development.</li><li>• Partner with the District Manager to develop a district wide training and development program.</li><li>• Deliver initial staff training, advanced staff development training, and live phone support to staff members in all 16 locations to enhance sales and guest service performance.</li><li>• Write and monitor the schedule for adherence and execution to ensure contractual compliance.</li><li>• Manage the store's inventory through frequent audits.</li><li>• Maintain productive and communicative relationships with representatives for our corporate partners.</li><li>• Perform administrative tasks on behalf of the District Manager in his absence and special projects as assigned.</li></ul> |   |
|                        | <b><i>Recent Accomplishments</i></b>   |   |
|                        | <ul style="list-style-type: none"><li>• Was the only one of 16 stores to score 100% compliance within all metrics.</li><li>• Lead a three store team to win a district wide competition centered on quality of services.</li><li>• Restructured our staffing solution in response to a major change in priorities regarding deliverables.</li></ul>  |   |
| Oct. 2011<br>Aug. 2012 | <b>The Woodhall School</b><br>Bethlehem, CT  | <b><i>Director of Institutional Advancement</i></b> |
|                        | Planned and implemented fundraising strategies for this independent prep-school for boys, including oversight of donor relations, communications/public relations, and marketing.  |   |
|                        | <ul style="list-style-type: none"><li>• Coordinated and executed fundraising efforts, including major gifts, annual fund and capital campaigns.</li><li>• Initiated and managed all development special events and alumni activities.</li><li>• Engineered infrastructure for institutional advancement.</li><li>• Developed strong relationships with current and future alumni.</li><li>• Liaised with media and outside groups to promote the school.</li></ul>   |   |
|                        | <b><i>Accomplishments</i></b>  |   |
|                        | <ul style="list-style-type: none"><li>• Exceeded annual fundraising goals by 35 percent.</li><li>• Managed a full re-design of the school's website using Finalsite.com.</li><li>• Liaison for "First Thursdays," a TV-variety show filmed at the school's theatre.</li><li>• Upgraded the school's IT infrastructure.</li></ul>   |   |
| Dec. 2006<br>Jan. 2011 | <b>New York State Council on Children and Families</b><br>Rensselaer, NY   | <b><i>Service Coordinator/Policy Analyst</i></b>    |
|                        | Represented this executive agency authorized to coordinate the state health, education, and human services systems as a means to provide more effective systems of care for children and families.   |   |
|                        | <ul style="list-style-type: none"><li>• Worked with families and stakeholders to overcome barriers to services.</li><li>• Resolved inter-agency conflicts regarding services for "hard-to-place/ hard-to-serve" youth.</li><li>• Developed a database of "hard-to-place/hard-to-serve" clients to better inform policy initiatives.</li><li>• Liaised with state agencies on systems reform for improved access to services.</li><li>• Synthesized research data, advised the Council on findings, and provided actionable recommendations.</li><li>• Produced materials for a summit on juvenile-justice reform, 2008.</li><li>• Co-authored a report to the Governor and State Legislature on crisis management, 2007.</li><li>• Analyzed the state budget for each of 12 member agencies to assess potential impact on Council projects.</li></ul>  |   |

Mar. 2005 **NYS Department of Children and Family Services, Brookwood S.C.** *Administrator on Duty (AOD)*  
 Dec. 2006 Claverack, NY  
 Provided operational oversight for this 180-bed secure residential facility for males aged 12 to 21.

May 2004 **North American Family Institute, Stepping Stone** *Supervisor*  
 Mar. 2005 Waterbury, CT  
 Provided operational oversight for this secure residential treatment facility for girls aged 12-18.

Aug. 2003 **Norwich University** *Mediation Training Consultant*  
 Nov. 2003 Northfield, VT  
 Provided curriculum design, course instruction, and follow-up support for residential staff.

June- Aug. **Northfield Kid's Summer Program** *Mediation Internship*  
 2001 & 2002 Northfield, VT  
 Co-developed and delivered a mediation training curriculum for program staff , provided daily coaching, and conducted periodic refresher trainings.

Dec. 1997 **NYS Senate, Office of Constituent Relations** *Coordinator*  
 July 2000 Albany, NY  
 Served as liaison between state senators and central staff members. Developed and implemented comprehensive incumbent-protection strategies.

Fall 1995 **NYS Department of Transportation, Governmental Relations** *Confidential Aide*  
 Dec. 1997 Albany, NY  
 Reviewed proposed legislation to determine its potential impact on the agency. Collaborated with department heads to develop the agency's official position statements. Created the NYSDOT information kiosk for the Governor's Local Government Summits.

### ***Education***

2008 - Present **Candidate for a Master of Arts in, Counseling and Community Psychology**  
 Sage Graduate School, Albany, NY

June 2003 **Bachelor of Science, Interpersonal Communication and Conflict Resolution**  
 Concentrations: Psychology & Mediation /Alternative Dispute Resolution (ADR)  
 Woodbury College, Montpelier, VT

Jan. 2001 **Basic Mediation Training**, Woodbury College  
 Montpelier, VT

Dec. 1997 **Conflict Management Certificate**, Cornell University School of Industrial and Labor Relations  
 Albany, NY

Aug. 1995 **Associate of Science, General Studies**  
 Mitchell College, New London, CT

### ***Volunteer Work***

2011 to present **ECGgaming.com** *Board Member & Website Management*  
 Multinational  
 For more ten years, ECG has hosted a family friendly internet gaming community for over 1000 active members worldwide.

2007 to 2011 **The Woodhall School** *Board Member*  
 Bethlehem, CT  
 Served on the Membership Committee.  
 Delivered the 2007 Commencement Address.