

## Contact

[www.linkedin.com/in/marcuscoleman1](http://www.linkedin.com/in/marcuscoleman1) (LinkedIn)

## Top Skills

Business Transformation  
Operations Management  
Coaching

## Certifications

Associate in Project Management  
Certificate Program  
Contracting Officer's Representative

## Honors-Awards

FEMA Administrator Award - Building  
Preparedness Capacity for Houses  
of Worship  
FEMA Administrator Award (Team  
Award) - First Annual Voluntary  
Organization Partnership Day  
Ken C. Curtin Legacy of Public  
Service Award

## Publications

Reaching the unreached: Building  
resilience through engagement with  
diverse communities

# Marcus Coleman

Department of Homeland Security Center for Faith-Based &  
Neighborhood Partnerships  
Washington, District of Columbia, United States

## Summary

Whether working to improve an organization's bottom line, or improve the outcomes for residents of a community. I believe lasting impacts occur due to developing strong relationships rooted in authenticity, shared interest and mutual respect.

My expertise includes the ability to quickly understand complex systems, navigate demanding environments, and identify areas of common interest among varied stakeholders to solve a shared problem. I leverage my expertise to inform and influence approaches that result in actionable and collaborative solutions in crisis and steady state situations.

Personal interest include, building out a stellar karaoke repertoire, being in tourist in the city I live in, volunteering, mentoring and reading.

Specialties: Public speaking, partnership development, government relations, curriculum development, religious affairs, workshop facilitation, research (donor, policy, program), planning, training, program evaluation, communications, policy analysis, fundraising, non-profit capacity building, event planning and emergency management.

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## Experience

U.S. Department of Homeland Security  
Director  
August 2021 - Present (2 years 1 month)  
Washington, District of Columbia, United States

HWC  
2 years 11 months

Manager / Communications and Behavioral Science Practice Area Co-Lead

February 2021 - July 2021 (6 months)

Washington, District of Columbia, United States

Senior Associate

September 2018 - February 2021 (2 years 6 months)

Washington D.C. Metro Area

Project team lead and stakeholder engagement subject matter expert with a specialty in emergency management, community engagement and resilience policy.

Lead a team of ten responsible for developing a national stakeholder engagement and communications strategy.

Supervise six employees as a performance advisor; guiding and coaching each person through developmental opportunities in the client environment and across company initiatives.

Advisor and facilitator to congressional staff, non-profit executives, state officials, local officials on apply equity and inclusion principles to policy recommendations and programmatic priorities.

Contribute to business development activities. Efforts unlocked new revenue opportunities and secured funding to expand the company's research and development efforts.

Bolster company-wide initiatives to improve workplace culture, embrace and socialize diversity, equity and inclusion best practices among the staff and leadership.

U.S. Department of Homeland Security

5 years

Acting Deputy Director

January 2017 - August 2018 (1 year 8 months)

Washington D.C. Metro Area

Co-developed and managed the DHS Center's performance plan, budget and project plans.

Designed and executed a national outreach and capacity building initiative that engaged local, regional and national stakeholders. These efforts increased the capabilities of more than 25,000 representatives of non-profit, faith-based, advocacy and government organizations.

Led DHS Center's disaster operations, disaster readiness, project management and public affairs activities. This included participation in three national level exercises; more than 15 disaster activations and support of special mission responses including Hurricanes Harvey, Irma and Maria, the 2015 influx of unaccompanied children, and post-incident national outreach and messaging after the Charleston, SC; San Bernardino, CA; Las Vegas, NV; and, Sutherland Springs, TX active shooter incidents.

### Special Assistant, DHS Center for Faith-based and Neighborhood Partnerships

September 2013 - August 2018 (5 years)

Washington D.C. Metro Area

Responsible for developing and implementing a national outreach and engagement strategy on behalf of the Center for Faith-Based and Neighborhood Partnerships. Providing technical assistance to non-profit and faith-based organizations seeking multi-sector partnerships to build capacity for their organization and in the communities they serve.

Represents the center on various White House, inter-agency and intra-agency initiatives and projects; responsible for managing and improving the center's communications and disaster operation capabilities. Grew customer relations management system reach from 6,000 to more than 30,000 contacts.

Specialties: public-private partnership development, communications, strategic outreach and engagement during disaster response/recovery operations, promoting interfaith dialogue and cooperation, combating religious discrimination, improving safety and security of houses of worship, countering violent extremism, community preparedness, youth preparedness and increasing positive interactions between faith and community leaders and first responders.

### FEMA

Program Specialist

December 2010 - September 2013 (2 years 10 months)

washington, DC

Led program development and implementation of a national stakeholder engagement strategy and public outreach campaign. Outcomes included securing five national partnerships with organizations representing the public sector, the private sector and professional associations.

Designed and implemented more than 30 presentations, workshops, webinars, trainings and capacity building activities with local, regional and national stakeholders. These efforts have resulted in improvements in outreach and engagement capabilities for more than 12,000 non-profit, faith-based and government organizations and doubling stakeholder reach.

Developed and implemented a multi-sector stakeholder engagement strategy, in support of Presidential Policy Directive – 8: National Preparedness, to provide virtual and in-person training, technical assistance and facilitation support to more than 7000 leaders and practitioners.

#### MAIC Inc

Team Lead - Outreach

August 2009 - November 2010 (1 year 4 months)

Contractor at the Department of Homeland Security Center for Faith-based and Neighborhood Partnerships. Primary role was to create and sustain a database to manage stakeholder contacts. Duties also included supporting the DHS Center Director and Deputy Director in a special assistant capacity to build and sustain strategic partnerships with national organizations.

#### City of Tucson

Management Intern

November 2008 - June 2009 (8 months)

Tucson, AZ

Supported the City Manager office to improve customer service and outreach and engagement processes for the financial audit division and the environmental services divisions.

#### Obama for America

Field Organizer

August 2008 - November 2008 (4 months)

Led the development and implementation of a field plan in Southern Arizona, including outreach to political, faith-based and grassroots community organizing. Efforts contributed to a 6.04% margin of victory in Pima County, AZ

## Tucson Urban League

### Program Coordinator

May 2008 - August 2008 (4 months)

- Prepared and managed \$120,000 budget for staff, supplies, and program activities
- Organized and coordinated the recruiting, training and placement of 59 participants at 25 work sites across Pima County
- Collaborated with business, non-profit and government organizations to develop curriculums to meet the academic and professional needs of the program participants and the organization's goals
- Assessed and evaluated new approaches of programs to meet the needs of organizational goals

## United States House of Representatives

### Intern

January 2006 - April 2008 (2 years 4 months)

- Answered constituent's telephone, mail and in-person inquiries and directed constituents to appropriate congressional staffers
- Prepared semester reports and suggested plans of action on legislative issues concerning Arizona 4th Congressional District
- Aided executive in staff capacity by coordinating office services

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## Education

### Howard University

BBA, Management · (2004 - 2008)

### Harvard University

National Preparedness Leadership Initiative Executive Education Program · (2014 - 2015)

### American University

Master, Public Administration · (2009 - 2011)

### American University

Graduate Certificate, Leadership for Organizational Change · (2009 - 2011)