




## Mark Allen Klenk

**Date of birth:** 17/03/1973

**Nationality:** American

### CONTACT

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### WORK EXPERIENCE

**08/2014 – CURRENT** Vienna, Austria

**International Inspection Coordinator (Industry, Marine & Government Services)** Bureau Veritas Austria GmbH

- Internal office management for three departments
- Internal and external organization of short and long-term projects
- Assuring quality according to international standards
- Organizing, negotiating and budgeting contracts for corporate clients
- Coordinating global projects together with the inspectors, vendors and the clients
- Issuing of various certificates on the basis of the inspector's documents
- Coordination and management of training and monitoring the inspectors

**06/2012 – 04/2014** Vienna, Austria

**Key Account Manager** LeasePlan Österreich Fuhrparkmanagement GmbH

- Contact point for customer inquiries
- Ongoing support and price estimates of customer fleets
- Coordination with the specialist departments
- Preparation of calculations and evaluations
- High client satisfaction factor
- Key account for the clients with highly specialized needs

**11/2010 – 11/2011** Vienna, Austria

**Service Coordinator and Team Leader** Caritas Socialis – Help at Home

- Cooperation with, among others, Fonds Soziales Wien (Vienna Social Fund)
- Disposition of home helpers, nursing assistants and nurses/doctors
- Verbal and written client support
- Team management (25+ employees)
- Office management activities
- In-House IT

**10/2004 – 11/2010** Vienna, Austria

**Training Manager and Deputy Manager for Protection Services** ÖAMTC (Dept. International Emergency Services)

- International back office for emergency services
- Organization and troubleshooting for urgent emergencies domestic and abroad
- International club correspondence and information procurement
- Deputy specialist for Austrian cover letter services (ÖAMTC)
- Responsible for training new employees and giving update schooling on contracts and membership services

**05/2003 – 10/2004** Vienna, Austria

**Independent Contractor** Mark Klenk (entrepreneur)

- Supporting SMEs and assisting in various areas of business
- Assisting in the sales and internet marketing

**07/2002 – 05/2003** Baden bei Wien, Austria

**Back-Office Specialist** Financial Management Peter Parzer

- Analysis and coordination of external contracts and offers
- Analysis and concept of corporate design: PR, homepage and webshop
- Back office coordination of clients and offers

- Coordination of the office and external freelancers

**05/1999 – 04/2002** Wiener Neustadt, Austria

**Concert Venue Owner and Event Coordinator** Klenk und Lon KEG

- Executive owner of the internet-concert café
- Manager of the event venue
- Organizer of participation in municipal events

**12/1996 – 05/1999** Vienna, Austria

**Youth Worker and Program Leader** NGO Weinberg (Vineyard) Wien

- Working with teens and young adults
- Offering teens and young adults peer counselling and guidance
- Creating projects and programs for the ongoing events
- Coordination of the weekly and monthly events
- Key-note speaker (self-help and development topics)

**09/1991 – 10/1996** Fort Collins, CO, United States

**Youth Worker, Program Manager and Event Coordinator** NGO Vineyard Fort Collins

- Key-note speaker (self-help and development topics)
- Youth counselor working with teens and young adults
- Proactive in the project management and development programs
- Mentoring young group leaders and leading seminars for this
- Event coordinator (weekly events and national events)

## EDUCATION AND TRAINING

**2023 – 2024** Vienna, Austria

**Certification in Project Management (D-level)** Project Management Austria

Website <https://www.pma.at/en/>

**2023 – 2024** Vienna, Austria

**Certificate in Burnout Prevention** Vitalakademie

Website <https://www.vitalakademie.at/>

**2023** Vienna, Austria

**Certified Business Mental Trainer** Vitalakademie

Website <https://www.vitalakademie.at/>

**2023** Vienna, Austria

**Certified Trainer in Mindfulness** Vitalakademie

Website <https://www.vitalakademie.at/>

**2023 – CURRENT** Vienna, Austria

**Certified Creative Trainer (business, groups and presentations)** Vitalakademie

Website <https://www.vitalakademie.at/>

**2022 – 2023** Vienna, Austria

**Certified Mental Trainer** Vitalakademie

Website <https://www.vitalakademie.at/>

**1999 – 2000** Mödling, Austria

**Qualification for the Hospitality Industry and Hotel Business** WIFI Lower Austria

Website <https://www.noe.wifi.at/>

**1992 – 1993** Fort Collins, CO, United States

**Basic Studies** Front Range Community College

Website <https://www.frontrange.edu/campuses/campus-locations/larimer-campus>

**1991 – 1996** Fort Collins, CO, United States

**Youth Worker, Leader Mentor, Office Manager and Event Manager** NGO Vineyard Fort Collins

**12/1991** Fort Collins, CO, United States

**High School Diploma** Fort Collins High School

Website <https://fch.psdschools.org/>

## LANGUAGE SKILLS

**MOTHER TONGUE(S):** Englisch

**Other language(s):**

**German**

**Listening** C2

**Reading** C2

**Writing** C2

**Spoken production** C2

**Spoken interaction** C2

**Ukrainian, Spanish, Polish, Slovak**

**Listening** A2

**Reading** A2

**Writing** A2

**Spoken production** A1

**Spoken interaction** A1

*Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user*

## DIGITAL SKILLS

LOTUS Notes | HTML, PHP, SQL, PhotoShop, Dreamweaver, VBA 25/ | Adobe CS (Photoshop Indesign Illustrator) | Linguee | Command Prompt | Web (HTML, CSS, JS, TS, DHTML, ..) | Microsoft Office | Zoom | Social Media

## ADDITIONAL INFORMATION

### Volunteering

**2023 – CURRENT** PEN Club Austria: Writers at Risk Committee

**Chairman** - Managing local platform

- Involved as stakeholder in the international Writers in Prison Committee
- Restructuring local infrastructure
- Building international networks to support projects
- Coordinating local and international projects

**2021 – CURRENT** NGO Words and Deeds (Worte und Taten)

**Chairman** - Chairman, but also active as a writer, moderator and key note speaker for the NGO

- Developing books and projects for an Austrian women's center
- Organizing regular events to support charities
- We use creative events, art and literature to raise funds for children's projects, mental health awareness and for refugees.

<https://worteundtaten.at/>

**2016 – 2023** PEN Club Austria

**Publisher, Platform Coordinator and Commissioner** - Coordination and management of the platform

"literatur\*grenzenlos"

- Editor of 3 anthologies
- Coordination of quarterly readings and events
- Writers in Prison commissioner voicing human rights violations in Egypt.

<https://penclub.at/>

## Networks and memberships

2023 – CURRENT P.E.N.-Club Austria: Writers at Risk

Chair

2021 – CURRENT NGO Words and Deeds (Kulturverein WORTE und TATEN)

Chairman

2017 – CURRENT PEN Club Austria

Nominated Member and Platform Leader

2019 – CURRENT P.E.N.-Club Austria: Writers in Prison

Writers in Prison (Egypt) Commissary

2021 – CURRENT Austrian Writers Association

Member

2022 – CURRENT Podium - Literary Circle Chateau Neulengbach

Member

2020 – CURRENT Syndicate of Austrian Authors (Interessengemeinschaft österreichischer Autorinnen und Autoren)

Member

2019 – CURRENT Institute for Young Adult Literature

Member

2020 – CURRENT Interest Group of the Independent Cultural Work (Vienna & Austria)

Double Membership

## Driving Licence

Driving Licence: B