# Mark Dickerson

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## SUMMARY

Compassionate and patient caregiver with experience supporting individuals with developmental disabilities, mentoring students, and building inclusive communities. Eight years of professional experience in collaborative, detail-oriented environments, now pivoting into human services. Skilled at creating safe, structured, and supportive spaces, maintaining accurate documentation, and fostering independence, trust, and stability.

## DIRECT SUPPORT, CAREGIVING & MENTORING EXPERIENCE

**Shared Living Provider** December 2023 – Present
*CSAC, Howard Center (Contract)* *South Burlington, VT (On-site)*

- Provide housing, day-to-day support, and independent living skill development for an individual with developmental disabilities.
- Assure 24-hour care, supervision, and documentation of medical services.
- Maintain regular communication with service coordinators, guardians, and family; facilitate healthy relationships and family contact.
- Hire, manage, and supervise a small support team; complete timesheets and coordinate care.
- Ensure a safe, stable, and structured home environment while exercising sound judgment and crisis response.

**Respite Provider** August 2011 – Present
*Vermont (On-site)*

- Support individuals and families by providing consistent respite care to maintain mental health and family stability.
- Lead age-appropriate, community-based activities that encourage safe social engagement and personal growth.
- Deliver high-level supervision, establish firm boundaries, and maintain structured environments.

**GIS Lab Monitor & Computer Science Tutor** September 2013 – May 2015
*Middlebury College* *Middlebury, VT (On-site)*

- Assisted students with coursework in GIS and Computer Science during labs and drop-in hours.
- Explained complex concepts clearly and patiently to support student understanding and success.
- Developed communication and mentoring skills while reinforcing collaborative learning environments.

**Swim Instructor** June 2010 – August 2012
*Mount Abraham Union School District* *Bristol, VT (On-site)*

- Taught children ages 4–15 swimming skills, from basic water safety to advanced stroke refinement.
- Supervised groups of up to 12 students, maintaining a safe environment and enforcing rules.
- Provided encouragement, tailored instruction, and consistent feedback to build student confidence.

## PROFESSIONAL EXPERIENCE (TRANSFERABLE SKILLS)

**Software Engineer I & Software Engineer II** March 2022 – January 2025
*Union Street Media (USM)* *Burlington, VT (Hybrid)*

- Collaborated daily with cross-functional teams, strengthening communication and support skills.
- Maintained accurate documentation to ensure compliance and consistency.
- Troubleshot complex issues in high-pressure settings, requiring calm, systematic problem-solving.
- Mentored teammates and promoted collaboration in Agile work environments.

**Freelance Software Developer** September 2014 – March 2022
*Self-employed* *Remote*

- Collaborated with clients to understand needs and deliver tailored solutions, demonstrating adaptability, clear communication, and reliability.
- Designed data structures and workflows to organize and store large, complex datasets — emphasizing attention to detail and problem-solving under pressure.
- Documented client systems to ensure clarity, maintainability, and continuity across teams, modeling the precision and accountability required in record-keeping and care documentation.
- Balanced multiple independent projects, meeting deadlines and maintaining strong client relationships through empathy and responsiveness.

**Software Engineer** January 2017 – July 2019
*Vermont Information Processing (VIP)* *Colchester, VT (On-site)*

- Partnered with clients and teammates to clarify needs and deliver tailored solutions.
- Authored reports and documentation to support decision-making and transparency.
- Monitored mission-critical systems, ensuring reliability and safety—skills transferable to client care.

## EDUCATION

**Bachelor of Arts** in **Computer Science** and **Geography** (Double Major) September 2011 – May 2016
*Middlebury College* *Middlebury, VT (On-site)*

- **Representative Coursework:** Science & Society, Place & Society, Rural Geography, Geopolitics of the Middle East, Geopolitics of Africa, GIS for the Developing World, Geography of Climate & Development
- **Honors Thesis Work:** *Location Based Privacy for Smart Phone Users*
- **Athletics:** Varsity Baseball (Pitcher)

## ADDITIONAL

**Leadership:** Eagle Scout, Green Mountain Baseball League Player & Board Member, Youth Group Leader, Young Life Leader
**Other Experience:** K-8 Computer Science Club Instructor, Research Assistant, Middlebury Baseball Social Media Manager, CPR Certified
**Activities:** National Baseball Congress World Series (3x), 2022 GMBL Pitcher of the Year, InterVarsity Christian Fellowship, Middlebury Swing Dance Club, 2013 Middlebury Zombie Apocalypse Survivor, IMDB credited actor, Studio Art, Adobe Creative Suite, Lego Mini Building Madness Runner-Up