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BAC-8201

Contact Information

Contact Name	Joshua Margolin	Home Address	
Preferred Phone		Home City	Denver
Preferred Email		Home State	CO
Other Phone		Home Zip	
Other Email		County	
DOB		Hispanic or Latino origin or Descent?	Yes
Gender	Male	Race/Ethnicity	Two or more races
Other Gender		Other Ethnicity	
Title		Salutation	Mr.
		Pronouns	

Application

Status	Appointed	Council Resolution Number	
Notes			

Board Information

Board Name	Denver Commission on Cultural Affairs (DCCA)	Original Start Date	
		End Date	
		Other boards or commissions served	

Work Information

Employer		Work Address	
Position		Work City	Denver
Business Phone #		Work State	CO
Work Email		Work Zip	

Additional Information

Are you a registered voter?	Yes	Objection to appointment?	
If so, what county?	Denver	Special Information	
Denver City Council District No	9	Registered Lobbyist	
Conflict of Interest Explanation		Conflict of Interest	

Education and General Qualifications

Name of High School	Exeter High School	Name of Graduate School	Georgetown University
Location of High School	Exeter, New Hampshire	Location of Graduate School	Washington, District of Columbia
# of Years Attended High school	4	# of Years Attended Graduate School	2
Did you Graduate High School	Yes	Did you Graduate	Yes
Name of College	University of New Hampshire	Graduate Major	Business Technology
Location of College	Durham, NH		
# of Years Attended College	4		
Did you Graduate College	Yes		
Undergrad Major	Media/Communications		

Reference Details

Agree to a background check	<input checked="" type="checkbox"/>		

Board Members

Joshua Margolin

Board Name	Denver Commission on Cultural Affairs (DCCA)
Email	
Status	Active
Term 1 End Date	8/31/2025
Term 1 Start Date	9/19/2022

Notes & Attachments

Certificate of Appointment - a075d00001VwNq0.docx

Type	Attachment
Last Modified	Romaine Pacheco
Description	View file

Congrats Letter - a075d00001VwNq0.docx

Type	Attachment
Last Modified	Romaine Pacheco
Description	View file

Joshua_Margolin_VisualCV_Resume

Type File

2022-DCCA-Supplemental-Questionnaire-Fillable-JFM.docx

Last Modified	Romaine Pacheco
Description	<u>Download</u>

Type	File
Last Modified	Romaine Pacheco
Description	<u>Download</u>

Upload Error - Josh Margolin (DCCA Applicant).pdf

Type	Attachment
Last Modified	Denver Integration
Description	<u>View file</u>

Files

Joshua_Margolin_VisualCV_Resume

Last Modified	6/6/2022, 9:56 AM
Created By	Romaine Pacheco

2022-DCCA-Supplemental-Questionnaire-Fillable-JFM.docx

Last Modified	6/6/2022, 9:56 AM
Created By	Romaine Pacheco

Contact

[Redacted] (Mobile)

[Redacted] (LinkedIn)

Top Skills

Operations Management
Leadership Development
Consultative Selling

Certifications

Being a Good Mentor
Project Management Foundations
Unconscious Bias
Communicating about Culturally Sensitive Issues
Influencing Others

Joshua Margolin

Customer Success Leader | Specialized in Equity Focused Lifelong Learning
Denver, Colorado, United States

Summary

Accomplished servant leader, empathic coach, and trusted community advocate. Passionate change-maker with 12-years of experience supporting individual customers and organizational clients. Proven track record of driving positive change across diverse settings ranging from B2B technology consulting and higher education to public art projects in and around Denver.

Experience

Community College of Denver
Assistant Director
December 2024 - Present (8 months)
Denver, Colorado, United States

Colorado State Senate Bills 23-007 and 24-051 authorize community colleges to award high school diplomas and/or achieve high school equivalency through a skills/competency-based curriculum. I'm responsible for building, launching, and scaling a High School Degree program offered by the Community College of Denver (CCD).

Denver Arts & Venues
Commissioner
July 2022 - Present (3 years 1 month)
Denver, Colorado, United States

I'm serving a 3-year appointment to the Denver Commission on Cultural Affairs (DCCA). Appointed Commissioners are responsible for the following:

- Oversee the 1% For Public Art Program
- Serve as trustees of Denver's Cultural Plan
- Advise on arts and cultural issues
- Act as ambassadors to the local community

2U
6 years 3 months
Senior Student Success Advisor

December 2022 - May 2024 (1 year 6 months)

Denver, Colorado, United States

Supervised a diverse caseload of over 200 graduate students earning degrees in licensed clinical therapy while maintaining >90% term-over-term retention.

- Managed a student volunteer program designed to promote virtual student engagement events, increasing average attendance by >50% and helping to mitigate retention risks with term one students.
- Championed improvements to how internal stakeholders could share key insights with industry standard tools (e.g., PeopleSoft, Salesforce, Tableau) and reduced the average time to case resolution by 2-business days (approx. 60%).
- Received quarterly end-of-term user feedback surveys and maintained a world-class Net Promoter Score (NPS) of 62 while supporting students, faculty, and staff administrators.

Student Success Advisor II

August 2020 - November 2022 (2 years 4 months)

Denver, Colorado, United States

Inherited a caseload of approximately 100 continuing graduate students while onboarding an incoming cohort of 40 term one students.

- Managed cross-departmental requests for three mission-critical business processes that resulted in 17 Individual Contributors (ICs) across 2-teams having 6-hrs per person (or 102 total hrs) to prioritize elsewhere once a quarter.
- Contributed to an internal team task force responsible for building an intranet and migrated content from 200+ documents into it. The first 20-business days after its launch saw 800+ successful user searches.

Admissions Officer

March 2018 - August 2020 (2 years 6 months)

Denver, Colorado, United States

Cultivated a weekly pipeline of 350+ inbound prospects while serving as a direct point of contact for 15-30+ applicants each enrollment cycle (every 3-months), often meeting and even exceeding retention goals set at 85%.

- Introduced a team-wide outreach strategy incorporating a new cloud-based application resulting in >60% increase to the average success rate for scheduled intake appointments.
- Implemented revised coaching strategy for the standard applicant lifecycle, increasing the completion rate by 30% and reducing the average applicant lifecycle time by ~15%.

- Hosted 3-5 weekly 1:1 virtual campus tours with students, improving post add/drop retention by 25%.

Upwork

Independent Consultant

December 2017 - January 2019 (1 year 2 months)

Greater Denver Area

I previously worked on a contract basis for different entrepreneurs and startups. My contributions included research, experimental design, data analysis, content development, digital marketing and advertising, and technical writing/editing. While my freelancing days are temporarily over, I'm always open to volunteering my expertise to groups committed to advancing Diversity, Equity, and Inclusion (DE&I).

Clutch.co

4 years 7 months

Account Manager

July 2015 - December 2017 (2 years 6 months)

Washington D.C. Metro Area

Recruited 450+ small- and mid-sized businesses (SMBs) and managed 27 key sponsorship accounts generating approx. \$800,000 in annual recurring revenue.

- Hired and supervised 20 part-time editorial staff members who increased content production by 300% and reduced publication cycle time by 50%.
- Implemented cloud-based transcription software for all native/fluent English speaking stakeholders, further reducing publication cycle time by 30%.
- Conducted 2,700+ stakeholder interviews with serial entrepreneurs, business executives, project managers, etc., contributing to the publication of approx. 2,000 verified client reviews.

Senior Business Analyst

September 2014 - June 2015 (10 months)

Washington D.C. Metro Area

Supervised 140+ client accounts and 11 sponsorship accounts generating approximately \$125,000 in annual recurring revenue. Contributed to corporate rebranding from 'SourcingLine' to 'Clutch' and helped facilitate its formal launch with client accounts across all content areas.

- Implemented new client management approach and standardized onboarding process, increasing the average conversion rate by 35% and reducing the cost per conversion by ~20%.
- Published 9 research directories featuring 110+ recruited vendors and generating 50,000+ unique monthly views.
- Recruited 147 B2B vendor targets (19% win rate) resulting in ~533 published client reviews.

Business Analyst

June 2013 - August 2014 (1 year 3 months)

Washington D.C. Metro Area

Clutch was still operating under its original brand name: 'SourcingLine'. Recruited 75+ SMB clients and engaged in consultative sales tactics to expand portfolio by approximately 90%. Conducted 300+ 1:1 stakeholder interviews contributing to 325+ verified published client reviews.

Duties:

- Developed vendor target lists; performed cold outreach
- Coordinated and conducted stakeholder interviews for all recruited vendors
- Produced original research; published press releases promoting the results
- Documented successful outreach tactics; codified for future training purposes
- Managed two part-time research assistants responsible for developing vendor target lists

Outcomes:

- Identified and validated 850 vendor targets resulting in ~300 interactions (35% engagement rate)
- Recruited 79 vendor targets (9% win rate) resulting in 327 client reference submissions
- Published 11 new research directories in 12 months featuring 73/79 recruited vendors (avg. 6 new entrants per category)

Georgetown University

Teaching Assistant

January 2013 - May 2013 (5 months)

Washington D.C. Metro Area

The Communication, Culture, and Technology (CCT) program expected all matriculated 1st-year graduate students to complete two mandatory courses (CCT-505/CCT-506) before they can become eligible for advanced elective and/or thesis enrollment. The latter class, Fundamentals of Technology (CCT-506), first introduced new scholars to the history of analog versus

digital tech. The curriculum quickly transitioned to the practical application of concepts presented. Students were eventually divided into groups for the required capstone project, which had each team create business proposals for a newly conceived mobile app. Capstones were showcased to a simulated panel of venture capitalists (i.e., CCT professors), all competing for limited seed funding.

Duties:

- Maintained weekly lecture and recitation attendance for 81 peers
- Facilitated communication with the supervising professors if/when necessary
- Led weekly group recitations covering technical content; proofed and distributed all assignments
- Administered and graded biweekly exams; debriefed supervising professors during monthly recaps
- Developed and distributed exam preparation materials
- Orchestrated optional mid-term/final exam review sessions and project capstone workshops

Outcomes:

- Achieved 100% accuracy in documented lecture/recitation attendance
- Held 15/14 group recitations (including one optional session immediately preceding holiday break)
- Graded and returned all seven biweekly exam results within ≤ 24 hrs
- Successfully coached several struggling peers through complex coursework
- The average final grade for my assigned recitation group was a B+ (above the class avg: B-)

gnovis Journal

Outreach Coordinator

February 2012 - May 2013 (1 year 4 months)

Washington D.C. Metro Area

gnovis is a peer-reviewed journal and academic blog operated by graduate students in the Communication, Culture, and Technology (CCT) program at Georgetown University. The publication offers an interdisciplinary venue for scholars to explore the relationships between technology, culture, media, politics, business, and the arts. Journal issues are published twice yearly in the Fall and Spring.

Duties:

- Produced and distributed monthly newsletters featuring thought leadership, original data & results, etc.
- Solicited relevant manuscript submissions for seasonal journal issues
- Recruited and organized contributing peer-reviewers/guest bloggers
- Partnered with local businesses, student groups, and non-profits to support ad revenue growth
- Organized and hosted two official conferences at Georgetown
- Created all promotional content to publicize journal releases, conferences, and periodic social events

Outcomes:

- Disseminated 13 total newsletters, contributing 15–20% inbound monthly referrals
- Published 3/19 successfully solicited manuscripts in two separate journal issues
- Confirmed 17 extra peer-reviewers and organized workshops preparing for journal releases
- Earned 11 endorsements from new strategic partners, media outlets, student-affiliated groups, etc.
- Supervised social media for Gnovicon '12 and introduced live streaming for its '13 counterpart
- Increased conference attendance by 10–15% and publicity/networking events by 25–40%

David All Group

Accounts Intern

December 2011 - May 2012 (6 months)

Washington, D.C.

David All Group (DAG) was a digital communications and branding consultancy serving bluechip corporations, professional trade associations, and issue-advocacy groups. The boutique announced its permanent closure in 2012 with several employees and client projects migrating to APCO Worldwide.

Duties:

- Proofed and copy-edited internal memos, blog posts, and client correspondence
- Conducted secondary market research (e.g., compiled user data; analyzed and identified possible trends)
- Performed website usability audits; summarized and reported results

- Helped author executive briefs for client and internal leadership
- Fielded low priority client inquiries; addressed basic maintenance requests via support ticketing

Outcomes:

- Successfully managed all correspondence for two client accounts
- Contributed actionable, data-driven insights to grassroots advocacy group (e.g., gamification)
- Delivered preliminary usability audits to both accounts
- Resolved or escalated all low priority client inquiries within 24hrs

University of New Hampshire

Laboratory Technician/Research Assistant

June 2008 - August 2011 (3 years 3 months)

United States

Employment was sanctioned by the College of Life Sciences & Agriculture (COLA) within the Department of Microbiology. The laboratory is subcontracted through Analytical Services, Inc., and designated Biosafety Level 2 (BSL-2) by the Centers for Disease Control and Prevention (CDC). Daily operations were dedicated to examining samples supplied by water treatment facilities for hazardous foreign contaminants and infectious pathogens.

Duties:

- Internalized all SOPs and safety protocols; passed the authorization test
- Documented all inbound raw and pre-treated samples
- Reviewed and verified chains of custody (CoCs); reported all infractions
- Produced chemical reagents; sterilized containment hoods and sample processing workstations
- Trained and supervised new laboratory technicians
- Tabulated and helped analyze lab results with the supervising postdoc

Outcomes:

- Accepted and processed 2000+ inbound samples (avg. 48–72 m/o)
- Achieved 100% accuracy while validating incoming CoCs
- Received no citations for suspected or proven procedural infractions
- Successfully coached two new lab techs; neither receiving citations while employed

iHeartMedia

Strategic Marketing Intern

September 2010 - January 2011 (5 months)

Greater Boston Area

iHeartMedia is an American mass media corporation and the single largest operator of AM/FM radio broadcast stations. The internship was, at the time, offered and administered by 100.3 WHEB (owned/operated by Clear Channel Communications, Inc., before its 2014 acquisition).

Duties:

- Helped plan, coordinate, and execute local/regional marketing campaigns
- Shadowed and documented listener interactions during "The Morning Buzz"
- Conducted standard surveys with fans during hosted promos; tabulated and reported data/insights
- Drafted internal memos and designed event flyers
- Proofed and edited weekly featurettes

Outcomes:

- Interfaced with 400+ fans while attending biweekly live music events hosted at Red Hook Brewery
- Recorded 90+ fan interactions resulting in 21 endorsement opportunities w/ local businesses
- Produced monthly reports containing engagement breakdowns at hosted events
- Created copy and design elements for 12 event flyers
- Helped process 17 human-interest articles featuring prominent community figures

Cumulus Media

Sales & Promotions Intern

May 2010 - August 2010 (4 months)

Greater New York City Area

Cumulus Media is an American broadcasting company and the second largest operator of AM/FM radio stations in the U.S. The internship was, at the time, offered and administered by 95.5 WPLJ (owned/operated by Citadel Broadcasting before its 2011 acquisition).

Duties:

- Fielded and directed inbound media inquiries
- Fulfilled and documented radio sweepstakes winners
- Drafted press releases for local and regional events

- Performed secondary market research (e.g., demographic, psychographic, etc.)
- Proofed internal memos and executive briefs
- Maintained the administrative database containing listener and media partner data

Outcomes:

- Interacted with 200+ radio listeners
- Interfaced with dozens of local/regional media partners
- Ghostwrote seven press releases for local events; attended three, including two VIP appearances (Train, Maroon 5)
- Helped author two executive briefs featuring data collected from secondary research
- Earned recognition for my willingness to drive to local/regional events

Education

Georgetown University

M.A., Communication, Culture, and Technology · (2011 - 2013)

University of New Hampshire

B.A., Business/Corporate Communications · (2007 - 2011)

Joshua Margolin – DCCA Biography

Joshua Margolin (he/him/his) is an Assistant Director of Admissions, Recruitment, and Outreach at the Community College of Denver (CCD). His main focus is the strategic oversight of CCD's new High School Diploma Program, which is meant to give adult learners an accessible, low-cost option to earn a high school diploma. Aside from volunteering, he enjoys reading, podcasts, writing and reciting slam poetry, riding his bicycle, rollerblading (inline), indoor bouldering, video games, Jiu-Jitsu, improv, and ancient mythology.