

Donald Long

Ethical Leadership • Accountability • Public Trust

Professional Summary

Leader with more than a decade of experience guiding diverse teams and managing complex, public-facing operations. Known for balancing accountability with empathy, resolving conflict through calm communication, and building trust between organizations and the communities they serve. Dedicated to transparent decision-making and ethical leadership rooted in fairness and responsibility.

Core Competencies

Accountability • Ethical Decision-Making • Conflict Resolution • Transparency & Public Trust
Community Engagement • Fair & Balanced Judgment • Leadership Development • Communication

Professional Experience

Retail Operations Manager | Fortune 100 Technology Company

2013 – Present

- Lead and develop high-performing teams delivering customer-focused service across technical support, sales, and business operations.
- Foster a culture of integrity, fairness, and continuous improvement, ensuring consistent standards and equitable outcomes.
- Mediate complex customer and employee situations requiring sound judgment, compassion, and adherence to policy.
- Collaborate across departments to strengthen accountability systems, improve transparency, and uphold community trust.
- Coach emerging leaders to make principled decisions under pressure and communicate with clarity and respect.

Community & Professional Leadership

Founder, SummitMark Leadership | 2024 – Present

Created a leadership coaching platform focused on helping new managers build ethical, transparent, and people-centered practices.

Education & Development

- **Bachelor of Science, Human Resource Management** — Western Governors University (Expected May 2026)
- **Leadership Principles** — Harvard Business School Online, 2025
- **SHRM-CP Certification** — Candidate, 2025

Community Involvement

Engaged Denver resident committed to strengthening community trust through fairness, accountability, and open dialogue.