

3109 Tahoma Pl  
University Place, WA

Cell: 541.699.8546  
[Mark.Gingrich@wasteconnections.com](mailto:Mark.Gingrich@wasteconnections.com)

## Professional Experience

### Division Vice President

*Waste Connections*

*May 2022 - Present  
Tacoma, WA*

- Managing 30 supervisors and 16 managers overseeing 17 locations in Washington encompassing Operations, Human Resources, Maintenance, and Customer Service for a combined enterprise generating revenues of over \$450 million yearly.
- Developing pro-forma profitability analyses and making day-to-day business decisions to enhance the business value for shareholders, employees, and consumers.
- Interacting with regulators, customers, political and charitable organizations to learn, educate others and advocate for the benefit of the Company and the many varying Washington Communities we serve.
- Modeling a culture of safety, integrity, service, and making all our Waste Connections sites a great place to work.

### Division Vice President

*Waste Connections*

*July 2020 – April 2022  
Bend, OR*

- Managed 20 supervisors and 16 managers overseeing 16 locations in Oregon, Idaho, Montana, Wyoming, and Nevada encompassing Operations, Human Resources, Maintenance, and Customer Service for a combined enterprise generating revenues of over \$190 million yearly.
- Developed pro-forma profitability analyses and making day-to-day business decisions to enhance the business value for shareholders, employees, and consumers.
- Interacted with regulators, customers, political and charitable organizations to learn, educate others and advocate for the benefit of the Company and the many varying Communities we served.

### Division Vice President

*Waste Connections*

*January 2018 – June 2020  
Anchorage, AK*

- Managed 9 supervisors and 22 managers overseeing 13 locations throughout Alaska, encompassing Operations, Human Resources, Maintenance, and Customer Service for a combined enterprise generating revenues of over \$90 million yearly.
- Developed pro-forma profitability analyses and making day-to-day business decisions to enhance the business value for shareholders, employees, and consumers.
- Interacted with regulators, customers, political and charitable organizations to learn, educate others and advocate for the benefit of the Company and the many varying Alaskan Communities we served.

### District Manager

*Waste Connections*

*May 2014 – December 2017  
Tacoma, WA*

- Managed 6 supervisors, 3 managers and 200 employees for a combined enterprise generating revenues of \$80 million yearly.
- Fulfilled increasing responsibility roles from Administrative Manager to District Manager.
- Responsible for garbage, recycling and compost programs for 7 city contracts and 3 G-Certificates, covering 95,000 customers.
- Coordinated automated garbage cart program roll-out for 55,000 UTC regulated customers throughout Pierce County.

### Operations Manager

*Waste Connections*

*June 2011 – May 2014  
Tacoma, WA*

- Managed 110 drivers, 5 supervisors, and 6 transfer station employees for a large collection and waste transfer company.

### Administrative Manager

*Waste Connections*

*July 2009 – June 2011  
Tacoma, WA*

- Managed call-center, customer service department with 18 employees, and responsible for contract compliance.
- Assured customer service and billing was compliant with state regulations.

### Operations Manager

*December 2008 – July 2009*

*Waste Connections*

Mount Pleasant, IA  
EXH. MG-2

- Responsible for waste collection at 3 sites within SE Iowa.
- Managed 2 supervisors, 1 manager, and 20 employees to assure quality and safe service was delivered.
- Operated equipment on a near daily basis, learning detailed operations of all aspects of the solid waste collection.

**Customer Service Manager**

*August 2002 – December 2008  
Portland, OR*

*Waste Connections*

- Managed call-center and team of 5 customer service representatives.
- Followed and reinforced policies and procedures to operate a fair and equitable workplace and to ensure appropriate controls were followed.
- Advocated for the customer on numerous challenging cases with positive results.
- Fulfilled increasing responsibility roles from Customer Service representative to Customer Service Manager.

**Education**

**Bachelor of Arts: University of Colorado, Boulder**

*December 2000*

*Boulder, CO*

- Major: American History, Minor: Political Science
- Post-Baccalaureate Business Certificate