

# Donald Porter

**40 Years of Experienced Insight | Educator, Customer Service Professional & Speaker**

North Vernon, IN 47265

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812-767-7906

Authorized to work in the US for any employer

## Work Experience

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### **Institute Provost**

Global Networks Inc - Dothan, AL

January 2023 to Present

GNI Board of Directors: <https://www.globalnetworksinc.org/>

### **President**

School of Biblical and Theological Studies - Remote

October 2021 to September 2022

Closed September 2022 - Founded in 1995, The School of Biblical & Theological Studies (SB&TS) is one of the most popular online Bible colleges in the world. Having served students worldwide, SB&TS students, from six continents, have pursued degrees at the bachelor, master's, and doctorate levels. Our graduates are serving the Lord in many aspects of ministry: Pastors, Teachers, Evangelists, Missionaries, Sunday School Teachers, and Workers.

### **Sub Instructor, School of Industrial Technology**

Ivy Tech Community College - Madison, IN

August 2018 to June 2021

Sub Instructor

### **Adult Education Instructor**

RIVER VALLEY RESOURCES, INC. - Vevay, IN

July 2018 to April 2020

High School Equivalency Teacher

### **Truss Manufacturing**

Gosman, INC - Madison, IN

April 2016 to March 2018

Truss building laborer

### **Industry Manager**

Developmental Services, Inc. - Madison, IN

May 2015 to April 2016

Oversight of Client Programming in Workshop Services, Client production staff supervision, Indirect oversight of production workers, Customer service & communication, Financial outcomes of subcontract income and budget,

Internal and external regulatory compliance, Provision of direct service and coverage

### **Adjunct Instructor (temp Contract)**

Oakland City University - Madison, IN

March 2013 to June 2013

Survey of Accounting Instructor for Oakland City University at Madison

### **Stores III**

Correctional Facility State of Indiana - Madison, IN

February 2011 to May 2013

Manage 100,000+ parts and hard line product utilizing tools such as; velocity, obsolete or dead product solutions, and cycle counting. The intended outcome is an accountability of all product so replenishment is accurate and cost effective with low shrink and loss.

### **Customer Service Associate**

W.W. Grainger - Columbus, IN

June 2008 to April 2009

(11 months)

Accurately received customer orders using inventory software

Accurately prepared customer orders for receipt by the customer

Performed inventory cycle counts

Provided excellent counter service to walk-in customers

### **Facilitator/ Teacher**

Southern Indiana Baptist College/ Night School - Dupont, IN

September 2006 to September 2007

- Assisted with multimedia curriculum by creating audio and written materials
- Facilitated teaching multiple courses to adult learners
- Assisted with negative accounts payable for delinquent students

### **Assistant Manager**

Walgreens

April 2006 to August 2007

Ran the day to day operations required to make sure employees completed tasks and maintained customer satisfaction

Ordered all the merchandise needed for the upcoming seasons as well as position the stores merchandise to maximize sales opportunities

Monitored sales of key items and redesigned checkout to include frequently sold higher margin products, improved sales of impulse items and increased average sales

Implemented company directed planogram updates

### **Inventory Management Associate**

The Home Depot - Seymour, IN

May 2003 to May 2005

Team member of the self-managed inventory team

Operated a mobile workstation to process orders and make price changes and signage

Ensured daily inventory management tasks for the entire store were completed

Regulated and communicated freight flow in four departments  
Built relationships with vendors and department heads to ensure inventory was available on the shelf  
Receiving Associate  
February 2002 - February 2003 (1 year 1 month)  
Implemented order selecting procedures for current as well as new employees  
Responsible for quality control and ensuring inventory accuracy  
Performed quality control and ensured accurate inventory counts  
Accurately received and invoiced daily shipments  
Provided excellent customer service

### **Receiving Associate**

Bender Lumber - Seymour, IN  
February 2002 to February 2003

Implemented order selecting procedures for current as well as new employees responsible for quality control and ensuring inventory accuracy  
Performed quality control and ensured accurate inventory counts  
Accurately received and invoiced daily shipments and provided excellent customer service

### **Administrator**

Butlerville Baptist School - North Vernon, IN  
January 2001 to January 2002

- Managed and instructed K-10 students. Implemented and evaluated curriculum standards for private schools in the state of Indiana
- Maintained the path for teachers continuing education and development
- Facilitated parent communication sessions, student social activities, and fundraisers
- Fostered an open door policy for complaints and concerns, in addition to maintaining weekly and yearly student assessment and evaluation
- Performed daily administrative duties involving tuition management, curriculum ordering, discipline application, student file maintenance, profit and loss prevention, property maintenance, operational expenses, and attendance policy adherence.
- Researched and implemented a computerized reading system
- Maintained an atmosphere of individualized student performance that included self-paced success, group and individual motivation, and evaluation toward chronological grade achievement

### **Sales Associate, Store Manager**

Quality Farm & Fleet  
January 1998 to January 2002

Performed sales and store management functions

Promoted regularly based on proven exceptional performance  
Completed inventory coordination, forklift operations, shipping and receiving, special ordering, and customer product procurement functions

### **Assistant Manager**

Sears - Madison, IN  
January 1997 to January 1998

Oversaw customer service by communicating customer service expectations to store employees, observed interactions between employees and customers and evaluated the service level to ensure customer service meets company expectations

Handled and resolved escalated customer complaints and related issues

Ensured department leads maintained proper stock levels, merchandise presentation, signing, and pricing of merchandise throughout the store (e.g., supervised and ensure that department Leads and associates replenished merchandise, build merchandise presentations, updated price changes, corrected ad signs, and followed through with department leads)

Analyzed store operational processes and business reports to pinpoint opportunities and problem-solve issues related to replenishment and store

## **Sales Associate**

Radio Shack - Columbus, IN

January 1994 to January 1995

Greeted every customer with enthusiasm and energy

Served and sold to multiple customers

Offered customers cutting-edge solutions in a friendly, confident and knowledgeable manner

Executed non-negotiable standards of store operation including stocking, cleaning, merchandising, etc

## Education

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### **Doctor of Ministry in Religious Education**

School of Biblical and Theological Studies - Remote

2015 to 2018

### **M.ED in Instructional Technology**

American InterContinental University

2004 to 2004

### **B.Sc in Business**

Trinity College/ University

1995 to 1999

## Skills

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- Teaching  
Training Delivery  
English  
Dr. Donald Porter Jr.  
Being confident of this very thing, that he which hath begun a good work in you will perform it until the day of Jesus Christ:  
North Vernon, Indiana, United States
- Management
- Supervising experience
- Leadership
- Higher education teaching

## Links

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<https://courses.edx.org/certificates/296cfc4524f74ccd9fe01751d2e88051>

<https://www.linkedin.com/in/donaldgporter>

[https://www.linkedin.com/learning/certificates/54866644593f5edec7e65e2dbb36c33e5713640662cbe2fa068dcc85755977b6?trk=backfilled\\_certificate](https://www.linkedin.com/learning/certificates/54866644593f5edec7e65e2dbb36c33e5713640662cbe2fa068dcc85755977b6?trk=backfilled_certificate)

## Military Service

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**Branch: Army/ Air Force Reserves**

Service Country: United States

Rank: Staff Sergeant

November 1982 to September 1992

Military police, Security forces, aircraft maintenance