

Speaker Bio: Mark Hordes - MBA,MS Human Development Managing Director and Sr. Management Consultant and Customer Coach



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Mark has over 25 years of experience in building and training organizations in how to create, build, develop and sustain customer and client trust-based relationships. His primary areas of expertise include Creating Customer Intimacy, Managing Change, Leadership and Business Development. He also has additional expertise in Organizational and Talent Development, Sales Training, Performance Management and “Voice of the Customer” Assessments and Survey’s.



- Managing Director/Senior Management Consultant, MHMC, LLC
- Associate Partner, Human Capital Management, Accenture
- Senior Partner, Allen Austin Global
- Senior Vice President Organizational Effectiveness/Practice Leader, Sinclair Group
- Partner, Alexander Consulting
- Vice President International Consulting and Training, American Productivity & Quality Center
- Co-author: S-Business: Reinventing the Services Organization, Select Press, New York, New York
- Featured in Houston Business Journal, Houston Chronicle, Newspaper and on radio and television. 2014 Honoree, “Who’s Who in Energy” HBJ
- Mark has been privileged to work with the following clients: Chevron, SADARA, Dow Chemicals, KBR, NewPage, Tasnee, Saudi Airlines, Baker Hughes, Shell Oil, ConocoPhillips, Schlumberger, Intel, 3M, Caterpillar, Renault, HP, EDS, Toro, Z-Safety, Edea, Malaysian Airlines, S&T, ExxonMobil, Qualcomm, First Data Resources, Toro, Datatel, Lucent, Horne Financial Advisors and Volkswagen