

# STEPHEN DUKE

*Employee Listening & Engagement Strategist*

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## PROFESSIONAL SUMMARY

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People and culture professional with nearly eight years at WP Engine, where a progression through workplace operations, DEI program management, and talent strategy led naturally into a formal Employee Listening & Engagement role. Brings deep facilitation instincts, survey program experience, and a track record of translating employee sentiment into narratives that move leadership to act. Drove GPTW participation to 92%, well above industry benchmarks, in the first year of dedicated L&E work. Focused on building the kind of trust between employees and organizations that only happens when listening leads to real, visible action.

## WORK EXPERIENCE

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### WP Engine

September 2018 – April 2026 | Remote

*Listening & Engagement Specialist, Lead | September 2025 – April 2026*

- Led the company-wide Great Place to Work engagement survey end-to-end: vendor partnership, survey configuration, communications, data analysis, listening sessions, and leadership enablement across a global workforce.
- Drove GPTW participation from 86% to 92% across two consecutive years (both company records, well above industry benchmarks), translating results into executive action plans.
- Implemented and scaled Peakon as the company's bi-monthly pulse survey tool, establishing consistent methodology, data accuracy, and insight adoption across all business units.
- Co-designed the company's first comprehensive continuous listening strategy from scratch, including platform selection, pilot design, rollout framework, and manager enablement. Presented the strategy to the CEO for approval before full company-wide launch.
- Served as internal Peakon Culture Coach, advising HR Business Partners and managers on interpreting results, surfacing themes, and executing targeted actions to strengthen team culture.
- Owned Glassdoor employer brand strategy end-to-end: 160+ responses delivered within a consistent five-day SLA, with messaging aligned to leadership voice and company values.
- Managed company-wide compliance training operations including vendor relationships, LMS support, and Workday Learning administration to ensure timely completion and audit readiness.

*Senior Talent Manager | June 2024 – September 2025*

- Served as project lead for the global Great Place to Work survey, managing vendor partnership, cross-functional communications, and the translation of results into executive-level action plans.
- Partnered on the launch of a new enterprise pulse survey platform, leading communications strategy, change management, and leadership alignment to ensure successful adoption.
- Collaborated with Internal Communications and Culture teams to produce storytelling content including video scripting, production support, and virtual event logistics.

*Senior DEI Program Manager | October 2023 – June 2024*

- Led organizational culture strategy for seven Employee Resource Groups, strengthening belonging, leadership development, and employee engagement across a global workforce.
- Facilitated listening sessions alongside ERG communities, surfacing qualitative insight that informed organizational response to significant cultural moments and employee sentiment shifts.

- Launched four new ERGs from scratch, expanding representation and creating new channels for employee voice and community across the organization.

*DEI Specialist | May 2021 – October 2023*

- Strengthened internal DEI communications through a monthly newsletter highlighting initiatives, ERG accomplishments, and leadership updates, building consistent visibility for the DEI function across the organization.
- Facilitated listening sessions and focus groups with employee communities, surfacing qualitative insights that informed culture programs and initiatives; supported ERG leaders in translating employee experience into actionable feedback for leadership.
- Tracked and reported on DEI KPIs, identifying trends and preparing executive-ready insights for leadership review; supported culture program design and employee engagement initiatives across the organization.

*Workplace Services Sr. / Office Manager | September 2018 – May 2021*

- Managed operations for WP Engine’s largest office (Austin HQ), ensuring a high-quality workplace experience and supporting 400+ employees across facilities, vendor management, and administrative coordination.

**Geek Powered Studios**

May 2017 – August 2018 | Austin, TX

*Office Manager*

- Served as Executive Assistant to the CEO, managing calendars, meetings, and high-priority administrative tasks in a fast-paced agency environment.
- Supported HR operations including onboarding, culture initiatives, and new-hire experience programs.

**SKILLS & EXPERTISE**

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Employee Listening Strategy • Survey Design & Methodology • Survey Data Interpretation & Reporting • Qualitative Research & Facilitation • Continuous Listening Infrastructure • Change Management • Stakeholder Engagement • Great Place to Work (GPTW) • Peakon / Workday Peakon • Employer Brand & Glassdoor Reputation Management • Internal Communications & Storytelling • Employee Resource Groups (ERGs) • DEI Program Management • LMS Administration • Video Production (Premiere Pro, DaVinci Resolve)

**EDUCATION**

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**University of Arkansas — Bachelor of Science, Political Science**

2008 – 2012

**AWARDS & RECOGNITION**

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WP Engine “You Rock” Award (2024) • WP Engine Supercharged Culture Award (2022)