

Erin Lampert

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—\ Summary /

Dedicated professional with 3 years of experience in digital marketing and tech support. Committed to bridging the gap between people and technology.

—\ Skills /

- **Ticketing Platforms:** Jira, Freshservice, TeamDynamix
- **Web:** Responsive Web Design, Pantheon, Drupal, WordPress, Git
- **Code:** JavaScript, React, HTML5, CSS3, PHP, MySQL
- **Analytics:** Google Analytics, Siteimprove
- **Communications:** Microsoft Office, Adobe Creative Suite, Slack

—\ Experience /

Fort McClellan Credit Union - IT Specialist

December 2024 to Present

- Provided technical support across departments, resolving hardware, software, and network issues for end users in a high-security environment.
- Managed and maintained internal banking systems, including user accounts, updates, and troubleshooting, while assisting with the implementation of new technology solutions.

Kent State University Communications & Marketing - Web Support Specialist

June 2022 to August 2024

- Provided daily user support for the university's CMS, troubleshooting complex tickets, and offering desktop and meeting support.
- Optimized Kent State websites for SEO, collaborating with vendors to implement recommendations and analyzing traffic metrics.
- Conducted testing and troubleshooting during Drupal system upgrades to ensure sitewide compatibility and functionality.
- Audited academic program and student resources websites for content quality, ensuring them to be compliant with state and federal mandates.

—\ Education and Certifications /

Kent State University, Bachelor of Science in Emerging Media Technology

- Concentration in Computer Science; Minor in Web Development