

Eddie Lampert

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

—\ Summary /—

I am committed to bridging the gap between people and tech and have worked in digital marketing and tech support for 2 years.

—\ Skills /—

- **Ticketing Platforms:** Jira, Freshservice, TeamDynamix
- **Web:** Pantheon, AWS Cloud, Drupal
- **Analytics:** Google Analytics, Siteimprove
- **Communications:** Microsoft Office, Slack

—\ Experience /—

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
- Cumulative GPA: 3.84; *magna cum laude*

CompTIA, A+ Certification

- Certified July 2024