

Eddie Lampert

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—\ 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:** TeamDynamix, Freshservice, Jira
- **Analytics:** Google Analytics, Siteimprove
- **Web:** WordPress, Drupal, Squarespace, Amazon S3
- **Communications:** Microsoft Office, Slack

—\ Experience /—

Kent State University Communications & Marketing – Web Support Specialist

June 2022 to August 2024

- Provided daily user support and troubleshooting for the university's content management system.
 - Resolved 816 tickets during my time with the university.
- Oversaw content strategy for interactive projects, ensuring proper content was gathered, organized, and formatted for multidevice consumption.
- Optimized Kent State websites for search engines and collaborated with a vendor to implement recommendations.
- Collaborated with IT and Curriculum Services to develop an API that pulled information from the university catalog straight onto the www.kent.edu website, ensuring information accuracy to our students.
 - Spent 294 logged hours doing development and client meetings as a part of this effort.
- Worked with a vendor to perform testing and troubleshooting when the university upgraded from Drupal 7 to Drupal 9, and from Drupal 9 to Drupal 10.
 - Developed training documentation and led sessions to assist university editors and webmasters when both transitions occurred.

—\ 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