

# Eddie Lampert

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## —\ Summary /—

Dedicated professional with 2 years of experience in digital marketing and tech support. Committed to bridging the gap between people and technology through effective communication and technical expertise.

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## —\ Skills /—

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

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## —\ 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.

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## —\ 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