

Justin Glock

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Attributes

- **Write, edit and manage content.** Oversee Pittsburgh Penguins web content that is published on thehockeywriters.com. Edit and proofread articles while collaborating in team environment with other writers. Arrange and produce final text and graphics in articles. Enhance overall appeal of site.
- **Promoted to Lead Writer.** Nominated as one of the top Pittsburgh Penguins writer for thehockeywriters.com in less than two years. Proven ability to write, edit, and manage content that attracts site traffic.
- **Provided Expert Hockey Analysis on Pittsburgh Radio Station.** Invited to appear on WDX 105.9 The X Morning Show and ESPN 970 as a hockey analyst and give expert opinion on Pittsburgh Penguins. Hockey opinion and public speaking are respected on live radio airwaves around the city.
- **Broke a lead news story.** Broke a WPXI exclusive news story about the Pittsburgh Penguins having a Stanley Cup celebration. WPXI was the only news station to feature the celebration on 11 o'clock news.
- **Participated in cutting edge new technology group.** Participated in first group at Thermo Fisher Scientific, Inc. to use Interwoven TeamSite (CMS). Demonstrated adaptability to new technologies. Edited, managed, and published content for Website.
- **Provide product support in response to specifications.** Provide written guidance to appraisers by ensuring they follow client specifications and meet requirements. Maintain expert knowledge regarding industry standards and laws to address client inquiries. Provide written instruction on how to interpret guidelines.

Experience

Pittsburgh Penguins Lead Hockey Writer **thehockeywriters.com**

February 2011 - Present

Use Word Press and MS Word to write, edit and publish web content. Proofread and review articles by authors to maximize results. Media member who interviews and reports on NHL players and organizations. Analyze site data to market blog by using keywords, link-building, and social media platforms.

Quality Control Analyst **United Lender Services Corporation**

March 2013 - Present

Coordinate with clients, appraisers and customers while evaluating appraisal products and presenting them to lenders. Responsible for supervising and advising appraisers with written guidelines and specifications after reviewing appraisal reports. Responsible for producing exceptional results under strict deadlines in a team environment.

Content Editor *(Contract Position)* **Thermo Fisher Scientific, Inc.**

August 2012 - November 2012

Worked in Interwoven TeamSite to produce newly managed Website. Edited content to support its reuse in catalogs, on websites, or in other publications to ensure content complied with brand guidelines and standards. Created and wrote product descriptions, used HTML code, and uploaded graphics while developing site.

Quality Control Analyst *(Contract Position)* **ValuAmerica, Inc.**

January 2012 - June 2012

Reviewed appraisal products while following customer and client guidelines to establish a mutual satisfaction between parties. Multitasked in a team environment under strict time constraints while achieving daily productivity goals with high quality.

Quality Control Analyst
Lender Processing Services, Inc.

August 2010 - January 2012

Reviewed and evaluated broker price opinions while interacting with real estate agents and brokers to achieve a high quality product for clients. Maintained daily productivity goals and high quality rating in a fast-paced environment.

Internship

Multimedia Specialist Intern
WPXI Channel 11 News

May 2009 - September 2009

Attended social/entertainment events to write, report, photograph and video record original Web content for WPXI.com. Published articles, slideshows and videos to Website. Responsible for marketing WPXI.com Website to attract site traffic. Enhanced communication and marketing skills while promoting WPXI.com Website at events.

Volunteer Experience

Junior Varsity Head Hockey Coach
Upper St. Clair High School

October 2012 - Present

Promoted to Head Coach at the Junior Varsity Level after one year as assistant coach. Interact and responsible for high school hockey athletes while teaching them how to work together as a team to accomplish one common goal.

Curriculum Developer
Washington & Jefferson College

July 2009

Assisted and developed three college education courses: *Nutrition for Health & Fitness*, *Attaining the Mental Edge*, and *National Guard Technology Leadership Professional Certificate Program*. Wrote syllabus and assisted in online course content.

Education

University of Pittsburgh
Bachelor of Arts - English Writing
May 2010