JACOB LISIC

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EXPERIENCE

Digital Project Manager

IdeaBase, Kent, Ohio   August 2018 - Present

- Manage and facilitate web projects at a Kent State student-powered design agency.
- Meet with clients to ensure all needs for previous and ongoing projects are met.
- Assist with developing web projects using HTML, CSS (SASS), and Twig.

Lead Student Helpdesk Agent

Kent State Information Services, Kent, Ohio   May 2016 - Present

- Provide tier one and tier two computer support for Kent State University faculty, staff, and students.
- Directly solve support requests and track service via ticketing system.
- Work with other team members to facilitate and improve customer experience.
- Train Helpdesk team members and new hires.

User Experience Intern

The Impact Group, Hudson, Ohio   May 2018 - August 2018

- Created, edited and managed WordPress websites.
- Used custom HTML and CSS to create unique website experiences for clients.
- Designed and developed websites using Webflow.
- Edited designs using InDesign, Illustrator, and Photoshop.

EDUCATION

May 2019
Bachelor of Science, Digital Sciences
Kent State University
Digital Systems Interaction Concentration
User Experience Design Minor
GPA: 3.6

HONORS & INVOLVEMENT

Dean's List: Spring 2016, Fall 2017, Spring 2018
President's List: Spring 2017

Vice President of UXD Kent State
Public Relations Chair of Digital Scientists

SKILLS

Leadership
Project Management
Technical Communication
HTML
CSS (SASS)
Responsive Web Design
User Experience Design
Wireframing

TOOLS

Adobe Creative Cloud	Grunt
Sketch	Tower
WordPress	MAMP
Craft CMS	Trello
Webflow	Tick
Atom	Basecamp
CodePen	Google Analytics
GitHub	

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