Jacob Lisic

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WORK EXPERIENCE

IdeaBase, Kent, Ohio   August 2018 – Present
Digital Project Manager
- Manage and facilitate web projects for the web team.
- Meet with clients to ensure all needs for current and ongoing projects are met.
- Assist with developing web projects using HTML, CSS, and Twig.

Kent State University Information Services, Kent, Ohio   May 2016 – Present
Lead Student Helpdesk Agent
- 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.

The Impact Group, Hudson, Ohio   May 2018 – August 2018
Web Developer/UX Intern
- 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

Bachelor of Science   Expected Graduation: May 2019
Kent State University   Kent, Ohio
Major: Digital Sciences – Digital Systems Interaction
Minor: User Experience Design

SKILLS

Leadership	HTML, CSS, SCSS	Sketch, Adobe Creative Cloud
Project Management	Responsive Web Design	Atom, WordPress, Webflow
Communication	User Experience Design	Craft CMS, Twig, Oracle SQL
Problem Solving	Light JavaScript	Trello, Tick, Basecamp
Customer Service	GitHub, Grunt, Tower, MAMP	

RELEVANT COURSEWORK

Responsive Web Design	Usability	Database Management Systems
Advanced Responsive Web Design	Cognition in Technology	Project Management and Team Dynamics
Human-Computer Interaction	Design Process and Principles	
Web Programming	Visual Design Media: Advanced	
	Digital Systems Security	

ORGANIZATIONS

Member of UXD Kent State   September 2018 – Present
Public Relations Chair of Digital Scientists   Fall 2016 – Spring 2018

HONORS

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