

Katherine Martineau

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Education

MA, The Graduate Center at CUNY

Liberal Studies
(Gender & Sexuality Studies concentraion)
2011

BA, New York University

Major: Journalism
Minors: English Literature and Sociology
2004

Training

General Assembly
Web Design Online Circuit
HTML and CSS
2014

Technology

Microsoft Office (Word, Excel, and PowerPoint)

Adobe Creative Suite (InDesign, Photoshop)

FileMaker Pro

WordPress

HTML, CSS

Certification

Professional in Human Resources

Implementation/Support Specialist, StarChapter

Owings Mills, MD | March 2015 - present

- Serve as the lead for the knowledgebase (kb.starchapter.com) self-help training redesign. Tasks include creating initial wireframes, writing technical documentation, setting up surveys, taking screenshots, and assigning tasks to editors and designers.
- Setup 14-18 projects concurrently for new customers seeking a software-as-a-service solution.
- Tasks include gathering requirements from customers via phone and email, content management, project tracking, customer training, and final product delivery.
- Provide bi-weekly online trainings about managing digital content and email communication best practices.
- Assign, manage, and hire external vendors for knowledgebase content production.
- Design and migrate content for customers on the Lite plan.
- Close 25-50 technical support tickets per week and reply to 150-300 tickets via email and phone.

Recruiter, Creative Circle

Philadelphia, PA | May 2012 - February 2015

- Earned a spot in the Permanent Producers Club for exceeding full-time placements goals.
- Scheduled and completed 10 in-person interviews a week with writers, designers, project management, web developers, account managers, and marketing professionals.
- Wrote bios about job candidates that accurately portrayed their knowledge, skills and abilities in their field.
- Provided job candidates with accurate interview location information and details about the position.
- Followed up with hiring managers after interviews

Contract Production Design | Barista | Graduate Student

New York, NY and Atlanta, GA | December 2009 - March 2012

- Developed a website in WordPress for a podcast. Chose the theme, customized CSS and implemented plug-ins. Created email marketing campaigns in MailChimp.
- Completed catalog design in InDesign for Cooper Lighting.
- Updated web content and HTML code for products for UniqueSquared.com

Alumni Coordinator, A Better Chance (NYC)

October 2008 - December 2009

- Designed and handled production with vendors for print marketing collateral.
- Executed and designed email marketing campaigns in Constant Contact.