

Katherine Martineau

3402 Glenmore Avenue
Baltimore, MD
646-244-4369
martineaukt@gmail.com
www.katmartineau.com

Education

MA, The Graduate Center at CUNY

Liberal Studies
(Gender & Sexuality Studies concentration)
2011

BA, New York University

Major: Journalism
Minors: English Literature and Sociology

Training

General Assembly
Web Design
Online Circuit

Technology

HTML, CSS

Microsoft Office (Word, Excel, and PowerPoint)

Adobe Creative Suite (InDesign, Photoshop)

FileMaker Pro

WordPress

MailChimp

Certification

Professional in Human Resources

Volunteer

Board Member,
Baltimore Improv Group

January 2017 - Present

Work Experience

Implementation and Support Specialist, StarChapter Owings Mills, MD | March 2015 - present

- Setup 14-18 business systems with websites concurrently for new customers seeking a software-as-a-service solution.
- Tasks for each project includes gathering requirements from customers via phone and email, content management, project tracking, design, training, and final product delivery.
- Provide bi-weekly online trainings about managing digital content and email communication best practices.
- Close 25-50 technical support tickets per week and reply to 150-300 tickets via email and phone.
- Serve as the lead for the [knowledgebase](#) self-help training redesign. Tasks include creating initial wireframes, writing technical documentation, survey setup, taking screenshots, and content layout.

Kat Martineau Creative

Various | January 2011 - Present

- Redesigned [Baltimore Improv Group's](#) (BIG's) website. Wrote content for certain pages and handled creative direction.
- Developed a website in WordPress for a [podcast](#). Chose a ThemeForest template, sourced photos, managed content, customized CSS, and implemented plug-ins.
- Created email marketing campaigns in MailChimp.
- Completed catalog design in InDesign for Cooper Lighting.
- Updated photos for products at UniqueSquared.com.
- Wrote copy and designed social media images for BIG.

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 advertising, technology, and creative professionals.
- Wrote bios about job candidates that accurately portrayed their knowledge, skills and abilities in their field.

Alumni Coordinator, A Better Chance (Full-time)

Instructor, Kaplan and CAMBA (Part-time)

Program Associate, Let's Get Ready (Part-time)

New York City, NY | January 2007 - December 2009

- Worked closely with programs teams at Let's Get Ready to hire, train, and on-board summer college student employees.
- Managed a \$1 million fund raiser for A Better Chance.
- Designed and sent emails via Constant Contact.