

# Katherine Martineau

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## Education

### MA, The Graduate Center at CUNY

Liberal Studies  
Concentration in Women's, Gender and Sexuality Studies  
(PhD level coursework in Sociology and Psychology)  
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**

## Implementation/Support Specialist, StarChapter

Owings Mills, MD

March 2015 - present

- Serve as the project lead with the knowledgebase ([kb.starchapter.com](http://kb.starchapter.com)) redesign. This includes creating wireframes, writing technical documentation, editing existing content and assigning tasks to designers and editors.
- Setup 14-18 projects concurrently for new customers.
- 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.
- Close 30-50 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.
- Submitted candidates to hiring managers that fit the position requirements.
- Followed up with hiring managers after interviews to confirm next steps.

## Contract Production Design | Barista | Graduate Student

New York City, 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.