

# Katherine Martineau

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## 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, setting up surveys, taking screenshots, and assigning tasks to the creative team.

## Kat Martineau Creative

### Various | January 2011 - Present

- Redesigned [Baltimore Improv Group's](#) website.
- 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 for the podcast.
- Completed catalog design in InDesign for Cooper Lighting
- using InDesign.
- Updated photos for products at UniqueSquared.com.

## 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 email marketing in Constant Contact.