


Mark O'Black

Creative Problem Solver

 535 Judith Drive
Pittsburgh, PA 15236

 412.414.5919

 oblackm3@gmail.com

 github.com/mark-oblack

 markoblack.com

Skills

Proficient With

HTML5	Bootstrap 4
CSS3	Git & GitHub
JavaScript	Wireframing
jQuery	Prototyping

Software & Applications

Illustrator	Sketch
Photoshop	Axure RP
InDesign	Microsoft Office
Adobe XD	Windows/Mac OS

Soft Skills

Communication	Self-Motivated
Creative Thinking	Teamwork
Problem Solving	Time Management

Awards

Grow with Google Developer Scholarship
January 2018

HDI Analyst of the Year 2015–2016
December 2015

Professional Experience

IT Communications Specialist

Duquesne University | Pittsburgh, PA | September 2018–Present

- Develop, manage, and execute communication plans and programs, including creating written, visual, and electronic communications in support of IT projects and initiatives
- Lead the strategy, creation, execution, and delivery of Computing and Technology Services' social media initiatives and implement the latest social media strategies and techniques
- Research, create, write, edit, and constantly improve graphics for websites, social media platforms, and digital and print publications
- Manage and continuously review/improve the usability, design, content, graphics, videos, and photography used with the Computing and Technology Services website

Help Desk Consultant

Duquesne University | Pittsburgh, PA | August 2013–September 2018

- Provide technical support to customers via telephone, electronic mail, and face to face contact
- Create written documentation and knowledge base articles to assist users with common issues encountered
- Audit the department website on a monthly basis for accuracy of information, functionality, and grammar
- Provide support, end user training, and coordinate upgrades/patches for the university mass mailing application, Lyris List Manager
- Develop graphics and content for the department such as social media graphics, flyers to promote upcoming events, and infographics to raise awareness about cybersecurity incidents on campus

Communications and Social Media Coordinator

HDI Steel City | Pittsburgh, PA | February 2018–Present

- Create content and graphics to promote organization events and engage chapter members through social media and email
- Develop communications and marketing strategy for increasing attendance at chapter events

Education

Duquesne University

600 Forbes Avenue | Pittsburgh, PA 15282

- **Masters of Arts in Digital Media Arts**
August 2018–Present | 4.0 GPA
- **Web Design and Development Certificate**
August 2016–May 2017 | 4.0 GPA
- **Bachelors of Science in Secondary Mathematics Education**
August 2009–May 2013 | 3.52 GPA