

# Mark O'Black

## Creative Problem Solver

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 markoblack.com

## Skills

### Proficient With

HTML5	Bootstrap 4
CSS3	SQL
JavaScript ES6	jQuery
Git & Github	

### Software

Illustrator	MS Office
Photoshop	Axure RP
InDesign	Hootsuite
Adobe XD	

### Soft Skills

Time Management	Teamwork
Self-Motivated	Creative Thinker
Communication	Problem Solving

## Awards

### Grow with Google Developer Scholarship

January 2018

### HDI Analyst of the Year 2015–2016

December 2015

## Professional Experience

### Graphic Designer & Help Desk Consultant

Duquesne University | Pittsburgh, PA | August 2013–Present

- Develop digital materials for the department such as social media graphics, flyers to promote department events, and infographics used in the department's front facing help desk location
- Develop layout and content for a department newsletter sent each academic semester
- Audit the department website on a monthly basis for accuracy of information, functionality, and grammar
- Provide technical support to customers via telephone, electronic mail, and face to face contact

### Communications and Social Media Coordinator

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

- Develop content and graphics to promote organization events and engage chapter members through social media channels
- Develop communications calendar for Facebook, Twitter, and Instagram on a monthly basis
- Communicate chapter news and events to members through email tool

### Computer Lab Student Manager

Duquesne University | Pittsburgh, PA | January 2010–August 2013

- Provide tier 1 and 2 technical support for campus computer labs
- Train and supervise 39 student employees and technicians
- Generate staff schedule for each academic semester and update throughout semester to reflect staffing changes
- Provide technical support to customers via telephone, electronic mail, and face to face contact

## Education

### Duquesne University

600 Forbes Avenue  
Pittsburgh, PA 15282

- Bachelors of Science in Secondary Mathematics Education  
May 2013 | 3.52 GPA
- Web Design and Development Certificate  
May 2017 | 4.0 GPA

## Volunteer Experience

- Susan G. Komen Race for the Cure | Race day volunteer  
May 2013–Present
- The Citizen Science Lab | STEAMabration volunteer  
August 2017

References available upon request