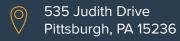
# Mark O'Black

Versatile technical communicator with experience in customer support, graphic design, technical writing, and UX design. Enjoys delivering user-friendly communications and documentation in a clear and visual manner.





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## **Professional Experience**

#### **IT Communications Specialist**

Duquesne University | Pittsburgh, PA | September 2018-Present

- Create, review, and edit internal and external documentation, support articles, and video tutorials
- Collaborate with subject matter experts to gather and research relevant information for documentation needs
- Create graphics and written content for instructional materials, webpage content, and marketing materials
- Develop, manage, and execute communication plans in support of IT projects and initiatives
- Manage and improve the department website's usability, design and content

#### Help Desk Consultant

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

- Provided technical support to customers via telephone, email, and face-to-face contact
- Created customer-facing documentation and support articles for tier 1 technical issues
- Reviewed the department's website for accuracy of information, grammar, and usability on a monthly basis
- Provided technical support and training for the university's email marketing tool, Lyris List Manager

#### **Communications and Social Media Coordinator**

HDI Steel City Local Chapter | Pittsburgh, PA | February 2018-May 2019

- · Created graphics, HTML-based emails, and social media posts to promote chapter events and initiatives
- · Developed a communications and marketing strategy that resulted in a 15% increase of attendance at events
- · Maintained the HDI Steel City Chapter website and updated its content on a weekly basis

## **Education**

#### Master of Fine Arts, Interactive Design

Duguesne University | August 2018-Present

#### **Bachelor of Science, Secondary Mathematics Education**

Duguesne University | August 2009-May 2013

### Skills and Certifications

Technical skills: Adobe Illustrator, InDesign, Photoshop, XD, HTML, CSS, JavaScript, Git, Ingeniux CMS, Asana, Axure RP, Balsamiq, Camtasia, Hootsuite, Microsoft Office, Sketch, Slack, Snagit

Experienced with: Customer service, copywriting, design thinking, editing, graphic design, project management, prototyping, social media marketing, technical writing, UX design, wireframing

Certifications: Google Analytics, Instructional Technology Specialist (K-12)