

# Mark O'Black

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github.com/mark-oblack

## Professional Experience

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### Duquesne University Computing and Technology Services

600 Forbes Avenue  
Pittsburgh, PA 15282

#### Help Desk Consultant/Visual Designer (August 2013- present)

- Provide technical support to customers via telephone, electronic mail, and face to face contact
- Develop technical documentation for new applications/software or common technical issues customers encounter
- Responsible for designing digital materials for the department such as social media graphics, flyers to promote department events, infographics used in the department's front facing help desk location
- Develop layout and content for a department newsletter sent each academic semester
- Responsible for providing content/graphics for departmental social media accounts (Twitter and Instagram)
- Audit the department website on a monthly basis for accuracy of information, functionality, and grammar

### Duquesne University Computing and Technology Services

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Pittsburgh, PA 15282

#### Student Lab Manager (January 2010-August 2013)

- Assisted in managing the everyday operations of the computer labs on campus
- Responsible for supervising and training 39 student lab consultants and technicians
- Generated the schedule for employees for the fall, spring, and summer semesters and updated it throughout the semester to accommodate any changes in a student's schedule

### Image Specialties

275 Curry Hollow Road  
Pittsburgh, PA 15235

#### Assistant to Manager (July 2008-August 2011)

- Responsible for creating designs/layouts for trophy and plaque orders using CorelDRAW
- Responsible for completing customer orders and invoice management

## Education

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### Duquesne University

Pittsburgh, Pennsylvania  
United States

- Bachelor's of Science in Secondary Mathematics Education, May 2013 (3.52 GPA)
- Instructional Technology Specialist K-12 Certification, June 2013
- Web Design and Development Certificate, May 2017 (4.0 GPA)

## Additional Information

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**Computer Skills:** Adobe Illustrator, Photoshop, InDesign, CorelDRAW, Axure RP, Microsoft Office, Google Drive and Applications, LogMeIn Rescue, FootPrints Service Core, Apple and PC computers, Windows Operating Systems, Social Media Platforms, Hootsuite, HTML, CSS, JavaScript, Git/GitHub

**Awards and Certifications:** HDI (Help Desk Institute) Support Center Analyst Certification, HDI Analyst of the Year 2015-2016 Steel City Chapter

#### Extracurricular Activities:

- Race day volunteer for Susan G. Komen Race for the Cure (May 2013- present)
- STEAMabration volunteer for The Citizen Science Lab (August 2017- present)

## References

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Alexander Koval (Assistant Manager of CTS Help Desk at Duquesne University)

412-396-1606

kovala@duq.edu

Jeff Palastro (Manager of Computer Lab Resources at Duquesne University)

412-396-1883

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Melissa Jackman (Manager of CTS Help Desk at Duquesne University)

412-396-4453

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Bruce Shiring (Owner of Image Specialties)

412-650-2050