


Mark O'Black

Creative Problem Solver

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 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

Time Management	Teamwork
Self-Motivated	Creative Thinking
Communication	Problem Solving

Awards

Grow with Google Developer Scholarship
January 2018

HDI Analyst of the Year 2015–2016
December 2015

Professional Experience

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 digital materials for the department such as social media graphics, flyers to promote events, and infographics used to educate end users

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 and email
- Develop communications calendar for Facebook, Twitter, and Instagram on a monthly basis

Education

Duquesne University

600 Forbes Avenue | Pittsburgh, PA 15282

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

References available upon request