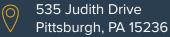
Mark O'Black

Versatile communications specialist with experience in customer support, technical writing, and graphic design. Enjoys visually communicating stories and information to end users.









PROFESSIONAL EXPERIENCE

IT Communications Specialist

Duquesne University | Pittsburgh, PA | September 2018–Present

- Develop, manage, and execute communication plans in support of IT projects and initiatives
- Create graphics and written content for department website, social media platforms, and print publications
- Develop and review customer-facing documentation, articles, and video tutorials by working with SMEs
- Oversee the creation and distribution of customer-facing newsletter each academic semester
- Manage and improve the usability, design, and content used with the department website

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 written documentation and knowledgebase articles
- Reviewed the department website monthly for accuracy of information, functionality, and grammar
- Provided technical support and end user training for the university email marketing tool, Lyris List Manager

Communications and Social Media Coordinator

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

- Designed graphics to promote chapter events and initiatives
- Engaged with chapter members through email campaigns and social media
- Developed communications and marketing strategy for increasing attendance at chapter events by 15%

EDUCATION

Masters of Arts, Digital Media Arts

Duquesne University | August 2018-Present

Bachelors of Science, Secondary Mathematics Education

Duquesne University | August 2009–May 2013

SKILLS

Technical Skills: Adobe Acrobat, Dreamweaver, Illustrator, InDesign, Photoshop, HTML, CSS, JavaScript, Bootstrap, jQuery, Sass, Git, Asana, Camtasia, Hootsuite, Microsoft Office, Sketch, Slack

Experienced with: clear communication, customer service, editing, graphic design, project management, social media management, teamwork, time management, troubleshooting, web design