


Mark O'Black

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

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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 a customer-facing newsletter each academic semester
- 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 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's 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 that resulted in a 15% increase of attendance at events

EDUCATION

Masters of Fine Arts, Interactive Design

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, XD, HTML, CSS, JavaScript, Bootstrap, jQuery, Git, Ingeniux CMS, Asana, Camtasia, Hootsuite, Microsoft Office, Sketch, Slack, Snagit

Experienced with: Communication, customer service, editing, graphic design, project management, prototyping, social media management, teamwork, time management, troubleshooting, web design, wireframing