

Mark O'Black

Creative Problem Solver

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Skills

Proficient With

HTML5	Bootstrap 4
CSS3	Git & GitHub
JavaScript	SQL
jQuery	

Software & Applications

Illustrator	Microsoft Office
Photoshop	Windows/Mac OS
InDesign	Lyris List Manager
Adobe XD	BMC Footprints

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

Help Desk Consultant II

Duquesne University | Pittsburgh, PA | August 2013–Present

- 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

Computer Lab Student Manager

Duquesne University | Pittsburgh, PA | January 2010–August 2013

- Provide tier 1 and 2 technical support for campus computer labs
- Train and supervise 39 student employees and technicians
- Generate staff schedule for each academic semester and update throughout semester to reflect staffing changes
- Provide technical support to customers via telephone, electronic mail, and face to face contact

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
May 2013 | 3.52 GPA
- Web Design and Development Certificate
May 2017 | 4.0 GPA

Volunteer Experience

- Susan G. Komen Race for the Cure
Race day Volunteer | May 2013–Present
- The Citizen Science Lab
STEAMabration volunteer | August 2017–Present

References available upon request