

# Mark O'Black

528 Portia Drive  
Pittsburgh, PA 15236  
412.414.5919

oblackm@duq.edu  
oblackm3@gmail.com  
markoblack.com

## ***Professional Experience***

### **Duquesne University Computing and Technology Services**

**600 Forbes Avenue  
Pittsburgh, PA 15282**

#### **Help Desk Consultant (Level I August 2013-September 2015, Level II September 2015- present)**

- Provided tier 1 technical support to university employees, faculty, and students
- Created written documentation and knowledge base articles to assist users with common issues encountered
- Analyzed weekly trends based with ticketing software and provided data in the form of an Excel spreadsheet
- Responsible for designing promotional materials such as handouts, pamphlets, and posters to showcase the University and CTS brand
- Responsible for providing training and mentoring to 11 student employees throughout the academic year

### **Duquesne University Computing and Technology Services**

**600 Forbes Avenue  
Pittsburgh, PA 15282**

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

- Assisted in managing the everyday operations of the computer labs on campus as well as resolving any technical issues that would arise
- 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)**

- Created designs for trophy and plaque orders using CorelDRAW
- Responsible for running day-to-day operations (completing customer orders, invoice management, taking messages) if manager was unavailable

## ***Education***

**Duquesne University  
Pittsburgh, Pennsylvania  
United States**

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

## ***Additional Information***

**Computer Skills:** Adobe Bridge, Illustrator, Photoshop, Dreamweaver, CorelDRAW, Blackboard Suite, Microsoft Office 365, OneDrive for Business, Google Drive and Applications, LogMeIn Rescue, FootPrints Service Core, Apple and PC computers, Windows 7, 8/8.1, and 10 Operating Systems, HTML, CSS, JavaScript, SQL, Axure RP, Social Media Platforms

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

### **Extracurricular Activities:**

- Volunteer for Susan G. Komen Race for the Cure (May 2013- present)

## ***References***

*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

palastro@duq.edu

*Bill Vizza (Student Teaching Supervisor)*

412-780-1944

billv15@hotmail.com

*Vickie Rhoads (Cooperating Teacher during Student Teaching)*

(412) 655-4900

rhoadsv@sparksd.org

*Bruce Shiring (Owner of Image Specialties)*

412-650-2050