





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.

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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 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