Mark O'Black
Creative Problem Solver

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Skills

Proficient With

HTML5	Bootstrap 4
CSS3	SQL
JavaScript ES6	jQuery
Git & Github	

Software

Illustrator	MS Office
Photoshop	Axure RP
InDesign	Hootsuite
Adobe XD	

Soft Skills

Time Management	Teamwork
Self-Motivated	Creative Thinker
Communication	Problem Solving

Awards

Grow with Google Developer Scholarship
January 2018

HDI Analyst of the Year 2015–2016
December 2015

Professional Experience

Graphic Designer & Help Desk Consultant
Duquesne University | Pittsburgh, PA | August 2013–Present

- Develop digital materials for the department such as social media graphics, flyers to promote department events, and infographics used in the department's front facing help desk location
- Develop layout and content for a department newsletter sent each academic semester
- Audit the department website on a monthly basis for accuracy of information, functionality, and grammar
- 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 channels
- Develop communications calendar for Facebook, Twitter, and Instagram on a monthly basis
- Communicate chapter news and events to members through email tool

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

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

References available upon request