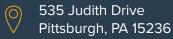
Mark O'Black

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









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