Will Mack **Leader.** Listener. *Solver*.

Raleigh, NC | williamamack.com | williamamack@gmail.com | +1 (919) 353-5091

Skills _____

Competencies: project life cycle, team building, documentation, presentations, public speaking
Programming: HTML, CSS, Javascript, JSON, PHP, MySQL, Git
Applications: Craft CMS, Wordpress, Adobe CC, Asana, Confluence, Jira, Miro, Google Analytics, Google Tag Manager

Work Experience _____

North Carolina School of Science and Mathematics | Durham, NC
Web Master and Project Manager | *November 2007 – Present*

- Received six years of nominations for the NCSSM Chancellor's Award, which is an employee of the year award given to a staff member for demonstrating excellence in customer service.
- Directed the redesign of NCSSM.edu utilizing WordPress CMS, collaborating with a cross-functional team comprising designers, marketers, and executives. Effectively communicated project progress, negotiated with vendors, and identified and resolved roadblocks while keeping the project on budget.
- Founded the Web Advisory Council—a representative committee of all departments, to ensure accessibility and enforce web standards resulting in WCAG 2.1 AA compliance across all web projects.
- Introduced Asana project management software to encourage team collaboration, increase transparency, and ensure prompt project delivery with a 60% adoption rate among employees.
- Managed all web development projects, overseeing project initiation, planning, execution, and delivery, while ensuring adherence to timelines, budgets, and quality standards.

Self-Employed | Durham, NC
Freelance Web Developer | *August 2011 – Present*

- Led the design and development of a WordPress website for Sanderlin Upholstery, leading to a 100% increase in customer acquisition.

Environmental Protection Agency | Research Triangle Park, NC
Web Analyst Contractor | *June 2005 - August 2005*

- Developed a Capacity Management Plan to enhance network and storage utilization, leading to a notable 15% boost in user engagement and website performance.

Leadership Experience _____

North Carolina School of Science and Mathematics | Durham, NC
Miles for Wellness Competition Director | *Spring 2016 - Present*

- Spearheaded an institution-wide wellness initiative as a semi-annual team-building activity; recruited and trained 4 coaches and doubled participation in a year while maintaining a 50% retention rate.

North Carolina School of Science and Mathematics | Durham, NC
Youth Advisor / Mentor | *August 2008 - Present*

- Successfully connected 100+ youth to Durham churches and campus ministries while teaching life skills such as stress management and conflict mediation.

Education _____

Project Management, Google, *October 2023*

Agile with Jira, Coursera, *May 2021*

Bachelor of Science in Computer Science, Wake Forest University, *May 2007*