

Will Mack

williamamack.com • williamamack@gmail.com • (919) 353-5091
10+ years experience in web development and project management

Work Experience

North Carolina School of Science and Mathematics | Durham, NC

Project Manager | September 2021 – Present

Responsibilities

- Led web redesign committee to develop an accessibility-focused, modern higher education site to reach K-12 students, families, and teachers across North Carolina.
- Lead small- and medium-scale workshops for content management and web strategy
- Implemented Asana project management across institution with 35% adoption rate.
- Manage vendor relationships for productivity software.
- Managed NCSSM.edu Course Catalog redesign working with cross-functional team

Environment: Jira, Confluence, Miro, Asana, Figma, Google Analytics, Scrum and Agile methodology

North Carolina School of Science and Mathematics | Durham, NC

Web Master | November 2007 – Present

Responsibilities

- Manage NCSSM web presence and lead all web design and development projects, content management, testing, and analytics reporting.
- Administered Intranet and chair committee to gather stakeholders, identify pain points, improve business procedures, and boost transparency among departments
- Develop Drupal and Wordpress templates from wireframes and design mockups using HTML, PHP, and Sass

Achievements

- Deployed several websites for departments, conferences, educational website repositories, competitions, and special assemblies
- Integrated JS Calendar into institutional website that pulls events from Google Calendar

- Designed institution's first responsive Drupal website for a 50% increase in engagement and 30% increase in donations from mobile users.
- Nominated for Chancellor's Award in customer relations in 2013, 2017, 2018, and 2020,2021,2022.

Environment: HTML5, CSS3, Sass, PHP, JavaScript, ES6, MySQL, Drupal, WordPress, Google Analytics, Google Workspace, Webmaster Tools, Confluence, Jira, Project Management, Presentations, Training

Website: www.ncssm.edu

Self-Employed | Durham, NC

Freelance Web Developer | August 2011 – Present

- Design WordPress websites to promote personal brands and businesses
- Designed and developed Wordpress website for Sanderlin Upholstery that increased by customer acquisition by 100%.

Environment: Illustrator, Photoshop, Wordpress, Squarespace, Eventbrite

Website: sanderlinupholstery.com

Environmental Protection Agency | Research Triangle Park, NC

Web Analyst Contractor | June 2005 - August 2005

- Analyzed server logs and wrote programs to interpret them in Excel.
- Developed Capacity Management Plan for network usage and storage in the 2005-2006. fiscal year to improve website performance and increase user engagement by 15%.

Environment: Web Analytics, Microsoft Excel, Presentations

Knowledge2Work, Wake Forest University | Winston Salem, NC

Web Design Intern | October 2004 - August 2005

- Created website mockups on project teams for clients in the Greensboro and Winston-Salem metropolitan area. Designed logo for Gra-Mac Distribution .

Environment: Logo Design, Web Design, Project Management, Teamwork

Website: gramacirrigation.com

Education

Project Management Certification, Google, September 2023

Certification, Agile with Jira, May 2021

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

Technical Skills

Skills: HTML5, CSS3, SASS, JavaScript, ES6, PHP, MySQL, Git, Drupal, Craft, Wordpress, project management, teamwork, presentations, documentation, training

Tools: Illustrator, Photoshop, Confluence, Jira, Google Analytics, Webmaster Tools