

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

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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 to ensure accessibility and enforce web standards resulting in WCAG 2.1 AA compliance and a 20% increase in user engagement.
- Managed NCSSM web presence leading all web development projects, content management, testing, and analytics reporting.
- Introduced Asana project management software to encourage team collaboration, increase transparency, and ensure prompt project delivery with a 60% adoption rate among employees.
- Hosted 10+ workshops for audiences ranging from 1 to 800 participants on productivity software, project management, accessibility, and content strategy

Self-Employed | Durham, NC

Freelance Web Developer | August 2011 – Present

- Led the design and development of a WordPress website for [Sanderlin Upholstery](http://SanderlinUpholstery.com), leading to an 100% increase in customer acquisition.

Environmental Protection Agency | Research Triangle Park, NC

Web Analyst Contractor | *June 2005 – August 2005*

- Created a Capacity Management Plan to optimize network and storage usage, resulting in a 15% increase in user engagement and website performance.

Education

Project Management, Google, *September 2023*

Agile with Jira, Coursera, *May 2021*

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

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

Advisor / Mentor | *August 2008 – Present*

- Successfully connected over 100 young people to Durham churches and campus ministries, while also teaching life skills such as stress management and conflict resolution.

Skills

Languages & Syntax: HTML, CSS, Javascript, JSON, PHP, MySQL, Git

Applications: Drupal, Craft CMS, Wordpress, Adobe CC, Confluence, Jira, Figma, Miro, Asana, Google Analytics, Google Tag Manager

Competencies: UX principles, customer interviews, A/B Testing, Agile methods, Technical documentation, presentations, public speaking