

Will Mack

Raleigh, NC

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10+ years experience in web development and project management

Work Experience

North Carolina School of Science and Mathematics | Durham, NC

Web Master | November 2007 – Present

Responsibilities

- Lead web redesign committee to develop an accessibility-focused, modern higher education site to reach K-12 students, families and teachers across North Carolina.
- Manage NCSSM web presence and lead all web design and development projects, content management, testing, and analytics reporting.
- Translate the requests of both technical and non-technical users into goals, requirements, priorities and actionable tasks for web team and stakeholders.
- Act as the primary contact for stakeholders, vendors, project teams, resourcing, and leadership.
- Administer 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
- Lead small- and medium-scale workshops for content management and web strategy

Achievements

- Deployed several websites for departments, conferences, educational website repositories, competitions, and special assemblies
- 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

Website: www.ncssm.edu

Environment: HTML5, CSS3, Sass, PHP, Javascript, MySQL, Drupal, WordPress, Google Workspace for Education, Blackbaud CRM, Project Management, Presentations, Training

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%.

Website: sanderlinupholstery.com

Environment: Web Design, Wordpress

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 still being used today

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

Education

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

Expertise

Skills: HTML, CSS, Javascript, PHP, MySQL, Git, Drupal, Craft, Wordpress, Facebook Ads, project management, teamwork, presentations, documentation, training

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

Volunteering

King's Park International Church | Durham, NC

Singer | August 2013 - Present

- Sing tenor twice per month to help lead worship at my church
- Often asked to sing at special performances like during our Black history month, Easter, and Christmas Eve services and worship nights.

North Carolina School of Science and Mathematics | Durham, NC

Youth Ministry Volunteer | August 2008 - Present

- Organize physical and virtual youth events to learn scripture.
- Encourage community service to churches and homeless shelters.
- Connect youth with local churches and pastors in the Durham community.