

Will Mack

Leader. Listener. Solver.

Work Experience

Web Master@ North Carolina School of Science and Mathematics | Durham, NC (November 2007 - Present)

- Winner of the 2023 NCSSM Chancellor's Award-an employee of the year award given for demonstrating excellence in human relations, innovation and public service.
- Directed the redesign of NCSSM.edu utilizing WordPress CMS, collaborating with a cross-functional team comprising writers, 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.

Freelance Web Developer@ Self-Employed | Durham, NC (2011 - Present)

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

Web Analyst @ Environmental Protection Agency | Research Triangle Park, NC (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.

Web Designer @Wake Forest University | Winston Salem, NC (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 Irrigation.
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Leadership Experience

Miles for Wellness Competition Director @ North Carolina School of Science and Mathematics | Durham, NC (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.

Youth Advisor/ Mentor @ North Carolina School of Science and Mathematics | Durham, NC (November 2007 - Present)

- Effectively linked 100+ youth to Durham churches and campus ministries while providing comprehensive life skills training, including stress management and conflict mediation.
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Volunteering & Interests

- **Singer@** King's Park International Church, Durham, NC
- **Interests:** Travel, Singing, Songwriting, Piano, Cooking, Fine Dining, Gaming, Mobile Tech (Apple Fanboy)

Raleigh, NC

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(919) 353-5091

Skills

Competencies

Project Life cycle, Team building, Documentation, Presentations, Public Speaking

Creative Tools

Figma, Photoshop, Illustrator

Organizational Tools

Confluence, Slack, Miro, Asana, Jira, Notion, SCRUM & Agile Methodology

Analytics & Data

Google Analytics, Google Tag Manager

Languages & Syntax

HTML/CSS, Javascript, PHP, Bootstrap, Craft CMS, Drupal, Wordpress, MySQL

Education

Certification, Google Analytics, January 2024

Certification, Google SEO Fundamentals, October 2023

Certification, Google Project Manager October 2023

- Foundations of Project Management
- Project Initiation: Starting a Successful Project
- Project Planning: Putting It All Together
- Project Execution
- Agile Project Management
- Capstone: Applying Project Management in the Real World

Certification, Agile with Jira, May 2021

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