Mark O'Black

Versatile communicator with experience in technical writing, marketing and communications, customer support, and graphic design who enjoys creating clear, concise, and user-friendly content

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Professional Experience

Technical Writer

ThreatConnect | Remote | March 2021–Present

- Create and maintain customer-facing documentation and release notes for the ThreatConnect platform and API
- Collaborate with subject matter experts (SMEs) in engineering, product management, and customer success to create and revise documentation for new features and updates in monthly product releases
- Review customer and stakeholder feedback to identify and address knowledge gaps in documentation
- Adhere to company and team style guides when creating, reviewing, and updating content
- Routinely audit existing documentation to ensure it reflects the current platform functionality and UI accurately

IT Communications Specialist

Duquesne University | Pittsburgh, PA | September 2018–March 2021

- Created, reviewed, and edited internal and external support articles and video tutorials
- Created graphics and written content for training materials, web and social media channels, and marketing events
- Developed, managed, and executed strategic communication plans supporting IT projects and initiatives
- Managed and improved the department website's usability, design, and content

Help Desk Consultant

Duquesne University | Pittsburgh, PA | August 2013–September 2018

- Provided technical support to customers via telephone, email, and face-to-face contact
- Created customer-facing documentation and support articles for tier-one technical issues
- Reviewed the department's website for accuracy of information, grammar, and usability on a monthly basis

Education

Master of Fine Arts, Media Arts and Technology

Duquesne University | August 2018–May 2022 | Concentration in Interactive Design

Bachelor of Science, Secondary Mathematics Education

Duquesne University | August 2009–May 2013

Skills and Certifications

Technical skills and software: Adobe Acrobat and Creative Suite (Illustrator, InDesign, and Photoshop), Camtasia, CSS, Figma, Git, GitHub, HTML, JavaScript, Jira, Markdown, OpenAPI Specification (OAS), Postman, Snagit

Experienced with: API documentation, content strategy, copy editing, copywriting, customer service, graphic design, marketing, project management, strategic communication planning, technical writing, user experience (UX) design

Certifications: Google Analytics, Instructional Technology Specialist (K–12), HDI Support Center Analyst