





Mark O'Black

Versatile communications specialist with experience in customer support, communications, technical writing, and web design. Enjoys delivering user-friendly communications in a clear and visual manner.

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Professional Experience

Technical Writer

ThreatConnect, Inc. | Remote | March 2021–Present

- Create and maintain customer-facing documentation for the ThreatConnect platform and API
- Collaborate with subject matter experts in engineering, product management, and customer success to create and revise documentation for new features and changes included in quarterly product releases
- Review customer feedback to identify knowledge gaps in documentation and training materials
- Adhere to company and team style guides when creating, reviewing, and updating documentation
- Routinely audit existing documentation to ensure content is up-to-date with current platform functionality and UI

IT Communications Specialist

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

- Created, reviewed, and edited internal and external documentation, support articles, and video tutorials
- Created graphics and written content for instructional materials, webpage content, and marketing materials
- Developed, managed, and executed communication plans in support of 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, Interactive Design

Duquesne University | August 2018–Present

Bachelor of Science, Secondary Mathematics Education

Duquesne University | August 2009–May 2013

Skills and Certifications

Technical skills and software: Adobe Acrobat, Adobe Creative Suite (Illustrator, InDesign, and Photoshop), APIs, Asana, Camtasia, CSS, Git, GitHub, HTML, JavaScript, Jira, Markdown Microsoft Office, Postman, Slack, Snagit

Experienced with: Customer service, copywriting, design thinking, editing, graphic design, project management, prototyping, social media marketing, technical writing, UX design, wireframing

Certifications: Google Analytics, Instructional Technology Specialist (K–12)