





# Mark O'Black

Versatile technical communicator with experience in customer support, graphic design, technical writing, and UX design. Enjoys delivering user-friendly communications and documentation in a clear and visual manner.

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## Professional Experience

### IT Communications Specialist

Duquesne University | Pittsburgh, PA | September 2018–Present

- Create, review, and edit internal and external documentation, support articles, and video tutorials
- Collaborate with subject matter experts to gather and research relevant information for documentation needs
- Create graphics and written content for instructional materials, webpage content, and marketing materials
- Develop, manage, and execute communication plans in support of IT projects and initiatives
- Manage and improve 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 1 technical issues
- Reviewed the department's website for accuracy of information, grammar, and usability on a monthly basis
- Provided technical support and training for the university's email marketing tool, Lyris List Manager

### Communications and Social Media Coordinator

HDI Steel City Local Chapter | Pittsburgh, PA | February 2018–May 2019

- Created graphics, HTML-based emails, and social media posts to promote chapter events and initiatives
- Developed a communications and marketing strategy that resulted in a 15% increase of attendance at events
- Maintained the HDI Steel City Chapter website and updated its content on a weekly 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:** Adobe Illustrator, InDesign, Photoshop, XD, HTML, CSS, JavaScript, Git, Ingeniux CMS, Asana, Axure RP, Balsamiq, Camtasia, Hootsuite, Microsoft Office, Sketch, 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)