

# JOSEPH SHADWICK

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## EDUCATION:

### University of Pittsburgh School of Computing and Information

Bachelor of Science in Information Science

April 2022 (projected)

### California University of Pennsylvania

Bachelor of Science in Graphic Design and Multimedia

May 2009

## ATTRIBUTES:

- Front-end web development experience using HTML, CSS, HTML 5, PHP, Wordpress, Joomla, and Moodle
- Desktop support experience within an in-person and remote working environment, providing assistance with connection issues, software set-up and training, problem solving, and troubleshooting.
- Experience with software management, including installation, updating, and troubleshooting.
- Experience using online meeting software, Zoom, MS Teams, Adobe Connect, and GoToMeeting
- Training and experience with database administration using MySQL and MS Access
- Object oriented programming experience using JAVA and Javascript
- Proficient in Adobe Creative Suite
- Proficient in Microsoft Word, PowerPoint, and Publisher
- Project management and team leadership experience

## EXPERIENCE:

### University of Pittsburgh Graduate School of Public Health

#### Office of the Dean

Intern

May 2021 - August 2021

- Gained hands-on IT experience working with the Information Technology Department within an in-person and remote setting
- Observed standard operating procedures, software updates, and machine maintenance and new device preparation.
- Observed enterprise-wide process and workflow improvements through Automate software.
- Assisted with on-site technical support, such as moving/setting up equipment, answering help tickets, and IT delivery.
- Participated in SANS security training, receiving certificates in IT Security, IT Essentials, and Remote Work Security.
- Assisted with updating a database, such as creating and modifying tables, queries, and reports using MS Access.
- Gained experience using the Freshdesk IT support system for desktop support to assist with client/user experience.

### University of Pittsburgh Graduate School of Public Health

#### Center for Public Health Practice

Communications Specialist

March 2015 - Present

- Responsible for all communications needs for a variety of projects across the mediums of print, web and social media.
- Served as the internal main point of contact for communications-related materials for various grant-funded projects.
- Provided technical support to end-users, including troubleshooting and customer service, within a network of 9,500 users.
- Relied upon to assist faculty and fellow staff members with in-office and remote technical support to solve PC and MAC issues.
- Creator of internal and external training materials to assist with continuing education.
- Website administrator responsible for front-end web development using Wordpress, Moodle, and SharePoint languages.
- Provided communicational needs for real-time online Public Health training webinars using Zoom, GoToWebinar, MS Teams, and Adobe Connect.
- Responsible for creating and approving materials for promotional use across print and digital mediums.
- Served as marketing team lead for a creative team since July 2018.

### Creative Visions Media Group

Graphic/Website Designer

March 2009 - January 2015

- Designer of print, web, and social media graphics
- Provided in-office technical assistance for fellow staff members
- Responsible for front-end website management for multiple client webpages
- Served on a creative team to develop brand strategy and conceptualize design
- Maintained consistent communication directly with clients throughout projects
- Provided routine account management necessary for daily operations

## REFERENCES:

Carol Reichbaum 412-298-3026  
Stephanie Wagoner 412-606-2699  
Chris Crawford 724-554-1569

## AFFILIATIONS:

- National Society of Leadership and Success (2020)
- American Institute for Graphic Arts (2007)
- Food Bank Volunteer (2017)