

JOSEPH SHADWICK

119 Carousel Drive, Delmont, PA 15626
412-583-6186 • josephshadwick@gmail.com
joeshadwick.com

EDUCATION:

University of Pittsburgh School of Computing and Information

Bachelor of Science in Information Science

April 2022

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, Drupal, and Moodle
- Training and experience with database administration using MySQL and MS Access
- Object Oriented programming experience using JAVA and Javascript
- Proficient in Adobe Creative Suite
- Remote desktop support experience
- Experience with software management, including installation, updating, and troubleshooting.
- Proficient in Microsoft Office, with strong skills in Word, PowerPoint, Excel, and Access
- Experience using online meeting software, Zoom, MS Teams, Adobe Connect, and GoToMeeting
- Project management and team leadership experience

EXPERIENCE:

University of Pittsburgh Graduate School of Public Health

Office of the Dean

IT Manager

May 2021 - Present

- Gained valuable IT experience under the direct supervision of Michael Singer, Senior IT Manager.
- 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 - May 2021

- 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 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 to 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:

Amber Curtaccio 412-735-3471
Stephanie Wagoner 412-606-2699
Chris Williams 412-298-5938

AFFILIATIONS:

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