

Eddie Lampert

Kent, OH | 234-565-8242 | edblampert@gmail.com
<https://www.linkedin.com/in/edlampert/>

—\ Summary /

I have a passion for bridging the gap between people and tech and have worked in digital marketing and tech support for 2 years.

I like to dabble in web development and interactive design. Examples of my work are available at <https://www.edlampert.com>.

—\ Skills /

- **Ticketing Platforms:** TeamDynamix, Freshservice, Zendesk
- **Analytics:** Google Analytics, Siteimprove
- **Web:** WordPress, Drupal, Squarespace, HTML5, CSS3, JavaScript/jQuery
- **Communications:** Microsoft Office, Slack

—\ Experience /

Kent State University Communications & Marketing - Web Support Specialist

June 2022 to August 2024

- Provided daily user support and troubleshooting for the university's content management system.
 - Resolved 816 tickets during my time with the university.
- Oversaw content strategy for interactive projects, ensuring proper content was gathered, organized, and formatted for multidevice consumption.
- Optimized Kent State websites for search engines and collaborated with a vendor to implement recommendations.
- Collaborated with IT and Curriculum Services to develop an API that pulled information from the university catalog straight onto the www.kent.edu website, ensuring information accuracy to our students.
 - Spent 294 logged hours doing development and client meetings as a part of this effort.
- Worked with a vendor to perform testing and troubleshooting when the university upgraded from Drupal 7 to Drupal 9, and from Drupal 9 to Drupal 10.
 - Developed training documentation and led sessions to assist university editors and webmasters when both transitions occurred.

—\ Education /

Kent State University, Bachelor of Science in Emerging Media Technology

Graduated May 2024

- Minor in Computer Science, Minor in Visual Communication Design
- Cumulative GPA: 3.809; *magna cum laude*