

christopher hallahan

97 Borton Ave, Akron OH 44324 330.357.9173 challahan@gmail.com chrishallahan.com

Philosophy

Great experiences with electronic media go well beyond writing working code and transmitting data. I aim for a common goal in all of my work: make technology a transparent and engaging experience for all audiences, regardless of their technical ability.

Education

Kent State University, August 2010

Master's of Science, **User Experience Design**

Kent State University, August 2008

Bachelor's of Arts, **Electronic Media Management**

Experience

Division of Information Services, Kent State University

Lead IT User Support Analyst *Parature, Photoshop, InDesign, Dreamweaver, XHTML/CSS, CommonSpot*

- Aug 2011 Maintain information architecture, design and knowledge management of campus ticketing system
- Present Coordinate news and updates appearing on the IS web site and serve on the IS Web Advisory Group
- Work with Helpdesk and The Tech Spot to maintain excellence in quality and customer experience
- Manage the Tech at Night team of 40 students, while promoting and expanding their services
- Develop and digest Helpdesk metrics through call volume, survey results and qualitative feedback
- Cultivate consistency in the IS brand through university style, presentation and social media

Division of Information Services, Kent State University

Marketing Coordinator *User experience design, usability, advertising, social media, Axure, Mac OS X, Windows, mobile*

- Aug 2010 Organized technology communications and marketing materials for constituents and employees
- Aug 2011 Translated technical language into engaging, beautiful and informative final products

The Tech Spot, Kent State University

Graduate Assistant and Computer Consultant *InDesign, Illustrator, Photoshop, XHTML, Final Cut Pro, Visio*

- 2007 - 2010 Led student staff team members, conducted job interviews and collaborated with administration
- Developed repair pricing structures, marketing campaigns and customer satisfaction reports

Freelance Web Programming and Design, Hallahan Productions

Photoshop, Dreamweaver, XHTML, CSS, Wordpress, CMS, JavaScript, search optimization, information architecture

- 2004 - 2011 Created web sites and visual design for education institutions, businesses and non-profits

School of Journalism and Mass Communication, Kent State University

Graduate Assistant *Adobe Dreamweaver, Adobe Contribute, Adobe Acrobat, XHTML, CSS, Final Cut Pro*

- 2008 - 2009 Managed a year-long redesign project for the Journalism/Mass Communication web site

Rubber City Radio Group (akronnewsnow.com)

Marketing Intern *InDesign, Google Analytics, online advertising campaigns, video editing*

- 2008 Edited promotional videos and compiled "one-sheeter" marketing materials using site analytics

CONNECT

Online Portfolio and Weblog: www.chrishallahan.com

LinkedIn: www.linkedin.com/in/challahan