

# JACOB LISIC

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## EXPERIENCE

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### Digital Project Manager

IdeaBase, Kent, Ohio

August 2018 - Present

- Manage and facilitate web projects at a Kent State student-powered design agency.
- Meet with clients to ensure all needs for previous and ongoing projects are met.
- Assist with developing and editing web projects using HTML, CSS (SASS), Twig, and Drupal.

### Lead Student Helpdesk Agent

Kent State Information Services, Kent, Ohio

May 2016 - Present

- Provide tier one and tier two computer support for Kent State University faculty, staff, and students.
- Directly solve support requests and track service via ticketing system.
- Work with other team members to facilitate and improve customer experience.
- Train Helpdesk team members and new hires.

### User Experience Intern

The Impact Group, Hudson, Ohio

May 2018 - August 2018

- Created, edited and managed WordPress websites.
- Used custom HTML and CSS to create unique website experiences for clients.
- Designed and developed websites using Webflow.
- Edited designs using InDesign, Illustrator, and Photoshop.

## EDUCATION

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May 2019

**Bachelor of Science**, Digital Sciences  
**Kent State University**

Digital Systems Interaction Concentration

User Experience Design Minor

GPA: 3.61

## HONORS & INVOLVEMENT

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Dean's List: 2016, 2017, 2018

President's List: 2017

Vice President of UXD Kent State

Public Relations Chair of Digital Scientists

## SKILLS

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Leadership  
Project Management  
Technical Communication  
HTML  
CSS (SASS)  
Responsive Web Design  
User Experience Design  
Wireframing

## TOOLS

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Adobe Creative Cloud    GitHub  
Sketch    Grunt  
WordPress    Tower  
Craft CMS    MAMP  
Drupal    Trello  
Webflow    Tick  
Atom    Basecamp  
CodePen    Google Analytics

