

EDUCATION

Drexel University, College of Information Science and Technology (iSchool)

Bachelor of Science in Information Systems | Minor in Business
Anticipated Graduation: June 2013 | Cumulative GPA: 3.30 / 4.00

EXPERIENCE

Keith Hobin IT Services | Montclair, NJ

Jan. 2009 – Present

- Assist clients with selecting personalized technology solutions for their companies
- Develop online business strategies for clients including: websites, eCommerce solutions, and social media
- Install and setup new technologies such as WordPress, Google Apps, and network technologies such as Wi-Fi
- Provide on-site and remote technical support
- Examples of web design work available at www.KeithHobin.com/portfolio

Digitas Health | Associate Interaction Designer | Philadelphia, PA

Sept. 2010 – Mar. 2011

- Created sitemaps and wireframes for websites in the pharmaceutical industry, including mobile websites
- Advised project teams on usability best practices
- Created process diagrams to help clients better visualize information flow
- Performed user research user testing to find insights to make websites more useful and usable
- Clients included: Amgen, AstraZeneca, CSL Behring, Daiichi Sankyo, Express Scripts, The Multiple Myeloma Research Foundation, Pfizer, and Shire
- Portfolio / sample work available upon request

SAP | Global IT Client Tech. & Field IT Services Co-op | Newtown Square, PA

Sept. 2009 – Mar. 2010

- Performed general support tasks including troubleshooting, laptop replacement, data migration and recovery, remote connectivity issues, and network jack patching
- Assisted with software compliancy tasks for office of 1,500 users, in addition to remote users
- Supported company education department's classroom area, including loading weekly presentations, imaging, and A/V issues
- Assisted with the IT portion of "new hire orientation" and designed training documentation and presentation slides

ACTIVITIES

The Triangle (Drexel's Student Newspaper) | Managing Editor

Sept. 2009 – Present

- Editorial Board Member
- Responsible for creation of The Triangle's layout for the weekly publication, as well as overseeing and training layout staff members
- Oversee advertising department and manage relationships with advertisers
- Write articles on a regular basis, usually on technology related topics, as well as assist in writing the weekly editorial
- Perform various IT administrative tasks such as reimaging computers, installing updates, and managing network share
- Engage with readership via social media such as Twitter and Facebook

COMPUTER SKILLS

Operating Systems: Microsoft Windows 9x/2000/XP/Vista/7 | **Apple Mac OS** 9/X (10.6.7)

Software: Microsoft Office 2010 (Word, Excel, PowerPoint, Outlook, Visio) | **Adobe Creative Suite 5** (Photoshop, Illustrator, InDesign, InCopy, Dreamweaver, Acrobat X Pro) | **Google Apps** (Docs and Spreadsheets, Calendar, Gmail, Administration) | **Lotus Notes 8.5** | **TechSmith Camtasia Studio 7.1**, **Snagit 10**, **Morae 3.2** | **WordPress 3.1**

PROFESSIONAL MEMBERSHIPS

- Association for Computing Machinery (ACM) | April '11 - Present
- ACM Special Interest Group on Computer Human Interaction (SIGCHI) | March '11 - Present
- PhillyCHI (Philadelphia Regional chapter of ACM SIGCHI) | June '10 - Present

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