

Will Mack

Leader. Listener. Solver.

Webmaster and Project Manager

Raleigh, NC

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Work Experience

North Carolina School of Science and Mathematics (Durham, NC, November 2007 - December 2024)

Webmaster and Project Manager

- Winner of the 2023 NCSSM Chancellor's Award—the employee of the year award given for my leadership as a project manager for the website redesign project
- Led the successful redesign of NCSSM.edu using WordPress CMS, coordinating a cross-functional team of 8 stakeholders (writers, designers, marketers, executives). Delivered the project on budget by proactively managing vendor negotiations, streamlining communication, and resolving roadblocks, resulting in a 30% increase in website traffic within the first 6 months post-launch.
- Founded the Web Advisory Council—a representative committee of all departments, to ensure accessibility and enforce web standards resulting in WCAG 2.1 AA compliance across all web projects.
- Introduced Asana project management software to encourage team collaboration, increase transparency, and ensure prompt project delivery with a 60% adoption rate among employees.
- Spearheaded the selection and successful implementation of DocHub eSignature software, streamlining document workflows and reducing contract turnaround time by 20%.
- Managed all web development projects, overseeing project initiation, planning, execution, and delivery, while ensuring adherence to timelines, budgets, and quality standards.

Self-Employed (Durham, NC, January 2011 → Present)

Freelance Web Developer

- Developed Wordpress website for [Prepare The Way Roofing](#), boosting sales by 20%
- Led the design and development of a WordPress website for [Sanderlin Upholstery](#), leading to a 100% increase in customer acquisition.

Environmental Protection Agency (Research Triangle Park, NC June 2005 → August 2005)

Web Analyst

- Developed a Capacity Management Plan to enhance network and storage utilization, leading to a notable 15% boost in user engagement and website performance.
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Leadership Experience

Miles for Wellness Competition Director @ North Carolina School of Science and Mathematics | Durham, NC (March 2016 - December 2024)

- Spearheaded an institution-wide wellness initiative as a semi-annual team building activity; recruited and trained 4 coaches and doubled participation in a year while maintaining a 50% retention rate.

Youth Advisor / Mentor @ North Carolina School of Science and Mathematics | Durham, NC (November 2007 - February 2024)

- Effectively connected 100+ youth to Durham churches and campus ministries while providing comprehensive life skills training, including stress management and conflict mediation.
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Volunteering & Interests

- **Singer / Service Coordinator** @ King's Park International Church, Durham, NC
- **Interests:** Travel, Singing, Songwriting, Band Leading, Piano, Cooking, Fine Dining, Video Games, Board Games, Mobile Tech (Apple Fanboy)

Skills

Competencies

Project Life cycle, Team building, Documentation, Presentations, Public Speaking, SCRUM & Agile Methodology

Creative Tools

Figma, Illustrator, Photoshop

Organizational & Communication Tools

Asana, Confluence, Google Workspace, JIRA, Loom, Miro, Notion, Slack

Analytics & Data

Google Analytics, Google Tag Manager

Languages & Syntax

HTML5, CSS3, Javascript(ES6+), React.js, PHP, Bootstrap, Craft CMS, Drupal, Wordpress, MySQL

Education

Certification, SEO II, Hubspot Academy, January 2025

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Certification, Google Analytics (GA4), January 2024

Certification, Google SEO Fundamentals, October 2023

Certification, Google Project Manager October 2023

- Foundations of Project Management
- Project Initiation: Starting a Successful Project
- Project Planning: Putting It All Together
- Project Execution: Running the Project
- Agile Project Management
- Capstone: Applying Project Management in the Real World

Certification, Agile with Jira, May 2021

Bachelor of Science, Computer Science, Wake Forest University, May 2007