

LUCIO FORTI

HIGHLIGHTS

- Experience interviewing technical and non-technical clients, documenting requirements, and ensuring dev team has necessary information to complete projects.
- Fluent with HTML and CSS. Experience working in multiple CMS's.
- Experience with Confluence, Basecamp, Trello, Solar Winds, Zendesk, and other productivity and task management tools.

EDUCATION

- Graduate Award for Outstanding Contributions to the Psychology Department
- M.A., Psychology, Spring 2015 Pace University, New York, NY
- B.A., Psychology, Spring 2010 The Catholic University of America, Washington D.C.

SKILLS

- Implementation and Process Change Management
- Requirements Gathering
- User Training, Curriculum Development, Workshops, and Webinars
- Client Management
- WordPress, Drupal, and other Content Management Systems
- Third-Party Vendor Relations
- Managing Technical Documentation
- HTML/CSS
- Digital Media
- CMS (Various)
- Adobe Illustrator
- Adobe Photoshop

PROFESSIONAL EXPERIENCE

Project Manager, Nativo, *Oct 2016 – Nov 2016*

- Prioritize tasks and lead implementation efforts with clients and internal teams
- Gathered specifications and creative assets from clients
- Communicate status updates between clients, design team, and account managers

Academic Technologist, Pace University, ITS, *Sep 2014 – Oct 2016*

- Communicated with academic departments, vendors, Client Support, Technical Services, and Data Analytics teams to ensure projects are on-time and efforts are meeting client needs
- Provided technical support, prioritized HelpDesk tickets, and documented solutions
- Responsible for QA testing activities including documentation, identifying use cases, and documenting bugs
- Project Lead for creating a client-facing online knowledgebase housing 150+ tutorials and videos
- Curriculum development, user training, workshops, and webinars with students, faculty, and staff
- Graphic design, copy, maintain documentation, and webpages as needed for our projects and initiatives
- Standardized workflow for the creation of technical documentation, videos, and process for updating web content

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Systems Engineer, Prestige Technologies, Inc. *Feb 2011 – August 2013*

- Interviewed clients, gathered requirements, documentation, and proposals
- Communicated with developers to identify bugs and unique use cases prior to delivering modules to clients
- Remote support and travel for client network, hardware, and software needs
- Lead technical writer on all client projects

VOLUNTEER

American Psychological Association, Division 52 (International Psychology) www.div52.org

- **Chair**, Web and Technology Committee 2016 – 2017
- **Volunteer**, Web and Technology Committee 2013 – 2015

INTERNSHIP EXPERIENCE

Graduate Intern, International Council of Psychologists (ICP) at the United Nations

Fall 2014 – Summer 2015

- Attended UN briefings and reported on key updates back to ICP leadership
- Delivered NGO committee updates and announcements at weekly meetings
- Served on the UN Psychology Day planning committee. Handled website updates, social media, and live tweeting