

C. Jenna Hoscan

HISTORIAN, DESIGNER, & FRONT-END DEVELOPER



Baltimore, Maryland



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Education

BFA ART HISTORY, THEORY, AND CRITICISM

Maryland Institute College Of Art | Baltimore, Maryland | August 2014 - May 2018

Concentrations In Graphic Design, Curatorial Studies, And Theatre With A Minor In Culture And Politics

Experience

SENIOR IMPLEMENTATION/SUPPORT ADVISOR

StarChapter Software, LLC | Owings Mills, Maryland | September 2020 – Present

- Establish the timeline, scope, and budget for up to 25 concurrent, website development projects (HTML, CSS, JS) while cultivating relationships with customers who have provided consistently positive reviews, leading to a promotion to senior staff in less than two years.
- Oversee the work of both internal and external teams utilizing project management best practices learned in ongoing course which will culminate in Certified Associate in Project Management (CAPM) certification.
- Provide clean and modern website design while receiving and implementing feedback from customers until satisfied, resulting in the successful completion of over 175 projects.
- Lead meetings and phone calls with clear and concise language to efficiently explain technical issues and processes, reducing the rate of customers returning to the Support Team for assistance.

EXHIBITION MEDIA COORDINATOR

National September 11th Memorial and Museum | New York, New York | September 2019 – June 2020

- Researched, wrote, and fact-checked a variety of content including object labels, blog posts, and scripts (audio guide, podcast, etc.) which served to connect the events of September 11th to relevant cultural topics to increase visitor engagement with the sensitive subject material.
- Curated objects, images, audio, and videos for multiple digital experiences while focusing on displaying donations for under-represented victims and survivors.
- Evaluated efficiency of existing technological equipment and software while recommending updates and additions, including the introduction of the first Digital Asset Management (DAM) system.
- Designed user interface and original illustrations in confirmation with WCAG AAA accessibility standards, created functional prototypes, an assisted outside contractors with the development of a mobile application which provided an outdoor, socially distanced activity to increase revenue during the height of the COVID-19 pandemic.

COMMUNICATIONS SPECIALIST

National Museum of Civil War Medicine | Frederick, Maryland | May 2018 – August 2019

- Designed both print and digital marketing materials for multiple campaigns including post cards, posters, and e-mail graphics in order to increase the number of visitors and donations.
- Researched and wrote posts on multiple social media platforms while monitoring comments, messages, and analytics, resulting in the consistent growth of online following.
- Designed, illustrated, and produced various educational materials, including printed activity books and worksheets, aimed at increasing the length of time families with young children spent in the galleries.
- Developed tours and hands-on activities, primarily targeting elementary and middle school aged children on field trips, which were delivered in-person and virtually to multiple schools in the area.