



Mark Wilhelm
Community Management &
PR/Web Content Specialist
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Summary:

Experienced community manager/web content producer (5+ years) and public relations specialist. Previously managed large communities for popular MMOs (Aion, TERA). Currently administrating multiple indie communities (ArcheAge) and writing freelance.

Skills:

- Social media experience (FB, Twitter, etc.).
- AP Stylebook trained writer.
- Very comfortable with public speaking.
- Flame-proof forum moderator.
- Videography/Photography enthusiast.
- Near mastery of popular CMS, including Joomla, vBulletin, Vanilla, Wordpress, and Invision Power Suite.
- Advanced knowledge of Adobe Creative Suite (PS, Lightroom, InDesign, etc.).
- Fluent in both HTML and CSS.

Experience:

Modifications Specialist
(February 2012 - Present)

*Web.com
Jacksonville, FL*

Responsible for providing professional support and making changes to websites for customers. Routinely in contact with customers via phone and e-mail (inbound and outbound). Made modifications to sites that required extensive HTML/CSS and/or Photoshop knowledge.

Public Relations Intern
(April 2011 - December 2011)

*Game Recruiter
Fort Lauderdale, FL*

Created print advertisements and an entirely new website for Game Recruiter. Examples of my creative work (print, web, logo design) are available on [my website](#) or by request.

Community Manager & Owner
(January 2010 - Present)

*ArcheAge-Online.com and
ArcheAgeSource.com*

Founded the most-followed ArcheAge news blog, ArcheAge-Online.com, in early 2010. Later spun off the blog's community forums into ArcheAgeSource.com, the largest ArcheAge fansite.

The ArcheAge [Facebook page](#) has over 2900 likes and the [Twitter account](#) has around 750 followers.

Administrator of AionSource.com
(2006 - 2009)

*Curse Incorporated
San Francisco, CA*

Developed and maintained AionSource.com independently for one year and eight months (July 2006 - February 2008) until acquired by Curse. Developed and maintained AionSource.com for Curse Inc., which included installing and updating vBulletin forum software and multiple modifications, for one year and five months (February 2008 - June 2009).

Other duties included administrating and moderating forums daily for inappropriate language and conversation, supervising a team of 2-10 volunteer forum moderators at any given time period, establishing relations and communication with NCsoft West Community/Public Relations personnel, and updating the website with new content officially released and received by email from NCsoft.

Education:

Bachelor's Degree in Communications,
Public Relations

*University of North Florida
2009 - 2011*