

# GREG HARD

**EMAIL** GREG@GREGHARD.COM **WEB** GREGHARD.COM

## OBJECTIVE

Interested in working in the technology sector, especially in internet technology or new media.

## EXPERIENCE

### HEAD RESEARCH ASSISTANT

UNIVERSITY OF PENNSYLVANIA, PHILADELPHIA, PA - JANUARY 2009 TO MAY 2010

- Used proprietary software to create a completely self-contained, computer-based psychology experiment
- Worked with the principle investigator to identify and correct any technical errors during study administration
- Hired, trained and supervised other study research assistants

### MEMBER SERVICES ASSOCIATE

MASSACHUSETTS GENERAL HOSPITAL HEALTH CLUB, BOSTON, MA - AUGUST 2007 TO PRESENT

- Successfully oversaw the transition from one club management program to another by identifying and correcting data conversion errors, and working to ensure the most efficient implementation of program functionality
- Answered questions from current and prospective club members regarding membership and billing issues
- Assisted with new employee training, developing new training tools and documentation, as needed

### ASSOCIATE PROGRAM DIRECTOR

THRIVE EDUCATION GROUP, BOSTON, MA - SEPTEMBER 2005 TO AUGUST 2007

- Supervised the development and implementation of educational programs
- Delivered educational services to youth in schools and community agencies, as well as privately in client homes

### FOUNDER AND CUSTOMER SERVICES DIRECTOR

H-REALMS HOSTING, BOSTON, MA - JANUARY 2005 TO MARCH 2006

- Oversaw all technical and customer service operations, ensuring effective resolution of support requests
- Researched and implemented new value-added service offerings, including SEO and web development

## EDUCATION

### BACHELOR OF ARTS IN PSYCHOLOGY

UNIVERSITY OF PENNSYLVANIA , PHILADELPHIA, PA - MAY 2012 (EXPECTED)

## SKILLS

- Windows, Mac OS X, Microsoft Word, Excel, and PowerPoint, Apple iWork
- Internet technologies, including HTML, CSS, DNS and HTTP
- Experience managing technical projects independently and collaboratively

## REFERENCES

Available upon request