

INFORMATION ARCHITECT / USER EXPERIENCE INFORMATION DESIGNER

Accomplished strategic leader who works collaboratively across the enterprise to eliminate gaps and inefficiencies in information structures and user interface design. Utilizes systems analysis and project management expertise, mentoring teams in designing and implementing solutions that resolve omissions and pitfalls, in the way information is managed and used across the organization. Advocates and ensures high customer satisfaction by designing the information ecosystem with clients' needs foremost.

UX IA Consulting & Services Strategy, Solutions Design, Project Management, Knowledge Management & Customer Insights

Information Architecture | User Experience | User Interface Design | User Testing and Workflow | Business Vocabulary | Metadata | Classification/Taxonomy Indexing systems | Strategic Information Services | Systems Insights and Information Retrieval | Content Management | Knowledge Management | Software as a Service (SaaS) | Cloud Hosting Operations | Consulting | Customer Care

TECHNICAL SKILLS

GoogleDrive Suite | Figma | OneDrive, Office365, MS Office Suite: Outlook, Word, PowerPoint, Excel, Access, Sway | SQL within MS Access | Raw SQL Editing | SQL Boolean Joins and Union Queries | MS Project | Visio | Wix | Raw HTML Editing | Responsive Design for Mobile | Adobe Pro | Photoshop | Lotus Notes Collaboration Suite | Box for Office, Box Sync, Box Drive, Box Relay | #slack | Lotus SameTime Messenger | Q - Jabber , etc.

EXPERIENCE**CUSTOMER SUCCESS MANAGER / CLIENT ADVOCATE/ INFORMATION ARCHITECT – CLOUD HOSTING OPERATIONS**

- Designed and implemented the **information architecture** of repositories and tools used by the organization.
- Actively managed many **information streams** across organization, designing, building, and utilizing **SQL**-based relational databases, for **data mining** purposes, enabling information **insights** to be made readily available.
- Addressed technical issues on a system-wide basis, **identifying potential areas of improvement** in the cloud hosting service.
- Directed enterprise customer service team, providing **strategic oversight** of the **quality of service** offered.
- Mentored **worldwide** cross-functional staff to **collaboratively** create **information systems** and tools for advancing the service and addressing defects in the platform/ecosystem.
- **Advocated** on behalf of clients; and, explained the company's policies and procedures to clients.
- Responded to client outages, ensuring accurate **Root Cause Analyses** were generated and issues uncovered were resolved.
- Developed new **sales opportunities**, successfully encouraging clients to expand services utilized.
- Coordinated communication and collaboration with **partner companies** involved in hosting legacy platforms.
- **Collaborated** with customer-facing Client Partner Executives and Delivery Partner Executives, supporting the migration of hundreds of clients from legacy data center environments to modern platforms.
- **Successfully moved the service forward** by engaging with many other teams, including Systems Integrators and external corporate partners, R&D, Solutioning/ Engineering, Project Management, Finance, Accounts Receivable, Legal, Sales and Marketing, Offering, Security, and other teams within Client Experience/ Service Management.

CORPORATE R&D LIBRARY LEADER

- Provided customer **training**, demonstrating the use of **new information systems** to technical engineers across the company.
- **Supervised Information Services team**, consisting of professional engineering librarians, and support personnel.
- Utilizing **Systems** and **Information Design** methods, **digitized operations** and implemented full-suite intranet portal, including **content dynamically pulled by SQL queries** from underlying database, a full-fledged **Online Catalog and Integrated Library System**, self-serve checkout of materials, and automatic remote access to thousands of **online technical journal subscriptions**.
- Provided solid expertise in **project and finance management, information architecture, indexing and classification systems; website, database, and other systems design, user interface; collection development/content selection and management, marketing, customer service, research, and information retrieval**.
- Managed **department budget**, providing financial projections to management.
- Managed vendors, including **contract negotiations/ licensing** and cost negotiations.
- **Worked collaboratively with Intellectual Property attorneys**, drafting copyright agreements for multiple types of publications including complex book contracts.
- Transferred department webserver and application environment to **VMware platform**, converting to virtual machines.

MUNICIPAL LIBRARY- INFORMATION SERVICES DEPARTMENT LEADER

- Managed department **budget**, offering the best services possible, within restrictions of a very limited funding.
- Implemented **marketing and outreach plan** to business community, engaging them as customers of the organization.
- Designed and held **widely popular information services training courses** for the business community and public.
- **Supervised a large team** of professional librarians and administrative staff- more than 40 people in total.
- Managed **Government Documents collection**, satisfying Federal Depository Library System accreditation requirements.

INFORMATION SERVICES CONSULTANT

- Designed **information architecture** and **indexing language** for thousands of films by subject, genre, and date.
- **Created an archive/library** for the firm's employees, containing the firm's publications in print and software from more than 100 years of operation.
- Formulated and implemented a **customized classification system**, indexing language, architecture, and rules for defining new terms, so that the system was not static and would grow and change to support the needs of the organization.
- **Designed the database user interface**, providing training and follow-up support.

GENERAL ASSEMBLY – San Francisco

UXDI, *User Experience Design Immersive Apprentice July-October 2019*

#information architecture , #ux, #user experience design, #rapid prototyping, #user and usability research

INTERNATIONAL BUSINESS MACHINES

- **IBM Services for Managed Applications**, *Professional Leave of Absence – Education July-October 2019*
#information architecture , #ux, #user experience design
- **IBM Services for Managed Applications**, *Client Migration Tower Leader 2019*
#client advocacy, #cloud hosting operations, #information architecture, #SQL
- **IBM Managed Total Commerce Division**, *Delivery Partner Executive 2018 – 2019*
#client advocacy, #cloud hosting operations, #information architecture, #supervisory, #SaaS
- **IBM GTS Managed Hosting & Application Services**, *Project Executive- Operations 2016-2018*
#client advocacy, #cloud hosting operations, #root cause analyses, #supervisory, #PaaS, #IaaS

AT&T

- **AT&T Hosting and Applications Services**, *Lead IT Client Consultant (aka Client Executive) 2011-2016*
#client advocacy, #cloud hosting operations, #root cause analyses, #supervisory, #PaaS, #IaaS
- **AT&T Labs – Research, Shannon Laboratory Library**, *Head Research Librarian, Florham Park, NJ 1997-2011*
#reference/ information services, #budget management, #VMware/ IT management, #training and development, #supervisory, #copyright and intellectual property, #website development, #SQL

ADDITIONAL EXPERIENCE

IBM Cambridge Scientific Center, *Research Library Manager. Cambridge, MA*

#reference/ information services, #digitization, #online cataloging, #training and development, #supervisory

Marple Public Library, *Head, Reference / Information Services, Broomall, PA.*

#budget management, #supervisory. #marketing, #outreach, #training and development, #reference/ information services

Massachusetts Office for Children, *Library Development Consultant, Boston, MA*

#consulting, #business vocabulary, #database design, #operations planning, #workflow efficiencies, #systems analysis

Financial Publishing Company, *Library Development Consultant, Boston, MA*

#consulting, #classification, #business vocabulary, #taxonomy, #indexing, #database design, #systems analysis

Emerson College Film Library, *Library Development Consultant, Boston, MA*

#consulting, #classification, #taxonomy, #indexing

Harvard University Libraries, *Reference Librarian, Cambridge, MA*

#reference/ information services, government documents, #information search methods

State Library of Massachusetts, *Library Operations Floater, Boston, MA*

#reference/ information services, #special collections, #workflow efficiencies, #operations planning, #cataloging

Fuld & Company, *Information Analyst, Cambridge, MA*

#reference/ information services, #competitive intelligence, #database design and implementation

Tucker Anthony & R. L. Day, Inc. *Information Specialist, Boston, MA*

#reference/ information services, #business vocabulary, #estate valuation, #IT help desk support

Washington Township Public Library, *Reference Librarian, Long Valley, NJ.*

#reference/ information services, #local history, #database design and classification, #marketing and outreach

PATENTS/INNOVATION

- **“TELEPHONY-BASED ACTIVATION OF E-MAIL AUTOREPLY SERVICE,”** AT&T Docket No. Alcorn 2006-A0943, submitted for consideration by the US Patent and Trademark Office, December 2006

EDUCATION

- **MSc IS**, Simmons College, Graduate School of Library and Information Science, Boston, MA - *Corporate library management, Systems analysis, Project management, Database programming, Taxonomies and classification, Customer service, Reference*
- **MBA-related topics**: *detailed self-study, in Business Administration, Market Strategy, Marketing, and Customer Service*
- **Bachelor of Science (BA)**, Hampshire College, Amherst, MA. *Social sciences/Economics/Journalism*
Senior Thesis: *Contemporary Socio-Economics in Turku, Finland*

LANGUAGES

Finnish, Spanish