

## EDUCATION

**University of Texas at Austin** | Austin, TX

May 2018

*Master of Science in Information Studies*

**Coursework:** Database Management, Adult Learning Theory, Information Architecture, Taxonomy, Project Management, Web Design and Development, Information Security, Privacy, and Policy

**Florida Gulf Coast University** | Fort Myers, FL

May 2015

*Bachelor of Arts in English*

## SKILLS AND TECHNICAL TOOLS

Skills: Customer Service, Communication, Collaboration, Project Management, Leadership, Organization

Tools: Camtasia, Google Suite, Articulate Storyline, Databases, Social Media Platforms, Learning Management Systems

## EXPERIENCE

**Librarian I - Reference** | Pasco County Libraries

June 2018 - April 2022

- Supervised as many as 15 direct reports on a given day when acting as Manager.
- Increased customer satisfaction to 98% satisfaction rating by providing excellent customer service.
- Maintained records to keep shared files organized and current.
- Collaborated with subject experts to develop programs for the community.
- Created instructional documentation for over 30 different processes and procedures.
- Performed documentation audits to accurately fix any problems or questions.
- Tracked data and statistics in regards to customers and their needs.
- Coordinated new program launches and standards changes with stakeholders
- Communicated regularly with organizations outside and internally.

**Assistant Adjunct Professor** | University of Texas at Austin

June 2018 - August 2018

- Created and designed an 11 week online summer course titled Access and Reference in Libraries and Archives.
- Developed course content with the learning management system Canvas.
- Collaborated with subject matter experts to create recorded lessons in specific subjects.
- Curated virtual content using editing software Camtasia.
- Supervised two TAs and over 20 students in the class.

**Teaching Assistant / IT Lab Staff** | University of Texas at Austin

August 2016-May 2018

- Provided assistance to over 10 undergraduate courses in the ischool each with around 50 students.
- Lead a team of four TAs in a project where we proofread and revised content on an outdated course.
- Edited and created scripts for faculty members to add to their courses.
- Collaborated with other departments to fulfill faculty requests.

## PROJECTS

**Video and Content Creation for Social Media** | Pasco County Libraries

- Created educational videos on a variety of topics for library customers to view on Facebook and Instagram.
- Utilized the video editing software iMovie and Canva to polish the content before uploading.

**Collection Development** | Pasco County Libraries

- Collaborated with a team to purchase more than 20,000 items for a new library collection.
- Managed a regular list of materials for purchase monthly
- Curated a list of electronic materials and databases to purchase for our e-resources

**Course Creation** | University of Texas

- Created and developed content for eleven modules of a masters level course totalling over 55,000 words.
- Filmed and edited videos and podcasts for course content.

**Content Creation** | University of Texas

- Developed content for over 12 modules on a variety of topics for faculty.
- Boosted attendance in certain courses by 80% through creation of multimedia advertisements.