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SUMMARY

Dynamic information technology professional with extensive experience in designing information systems, organizing electronic information and solving content management problems. A library and information science educated individual who enjoys projects that integrate, migrate, convert or standardize metadata. Extremely talented at gathering requirements, creating enterprise architectures and documenting technical system designs.

Data Analyst

- Metadata Standards
- Data Conversion
- Data Governance
- Data Integration

Information Architect

- Business Taxonomies
- Document Imaging
- Content Management
- Cataloging & Classification

Business Analyst

- Project Definition
- Requirements Analysis
- Solution Design
- Technical Writing

PROFESSIONAL EXPERIENCE

Information Architect, CNA Insurance – Chicago, Illinois

2005-2009

- **Calling Metadata Control.** Established and governed the metadata standards for the enterprise electronic content management (ECM) systems. Position served as the control point for content integration and ECM development activities.
- **Document Repository Design.** Gathered requirements and designed the business records repository for multiple business groups. Resulting repositories helped each business group to organize and efficiently find business information.
- **Content Migration Management.** Managed multiple projects to migrate 1.3 million documents from older document management products. Analyzed document metadata and applied corrective edits to normalize the data in the new system. Project eliminated 20% of redundant and obsolete content and improved the user interface to the content.
- **Image Capture Platform Selection.** Conducted an evaluation and selected the image capture platform for the enterprise. Assisted in the design and implementation of the image capture solution for processing invoices electronically.
- **Architecture Patterns for Scanning.** Architected and wrote the enterprise solution patterns for distributed scanning, outsourced scanning, and bulk content loading to the ECM repositories. Wrote user guides for using the scanning features of the enterprise multi-function devices.
- **Super System Review.** Participated in the design of the Electronic Records Management solution for the enterprise. Reviewed the system design, simplified it and eliminated \$50,000 of customization work from the solution.

Independent Consultant, McDonald's Corporation - Oak Brook, Illinois

2003-2005

- **Intranet Site Taxonomy.** Constructed an Intranet web site for a global marketing research team. Organized, cross-indexed, and abstracted more than 500 documents on health and healthy lifestyles research. Designed the taxonomy structure, page layouts and navigation using a content management tool. Site centralized relevant research on health topics for 100+ international business researchers and encouraged internal knowledge sharing.
- **Library Catalog Construction.** Optimized the cataloging process for the corporate Business Research Information Center. Designed and programmed a library catalog application (printing book cards and labels). Normalized metadata from three different information sources. Programmed the transfer of the catalog records to the online public access system.
- **Digital Image and Resource Cataloging.** Assisted in the design and implementation of a taxonomy for a digital image library. Ingested and indexed more than 500 photographs of restaurant interiors and exteriors. Performed copy and original cataloging of more than 250 books and audio-visual resources. Indexed and abstracted business research documents.

- **Information System Strategy.** Gathered and documented the business requirements for a document management system. Document served as the basis for guiding information system strategy decisions for the next three years.

Independent Consultant, McDonald's Corporation - Oak Brook, Illinois

2001–2003

- **Big Business Case.** Wrote an executive level business case concerning a \$12 million information technology decision. Quantified impacts and compiled a straightforward explanation of the existing business situation and recommended most advantageous action plan.
- **Enterprise Data Standards.** Lead analyst in developing naming conventions, classification schemes and thesauri for indexing and organizing item information. Established the data foundation for all item and bill of material information systems. Developed the document describing the global information business rules and the global reporting business rules. Document helped align multiple business units by clarifying how item information is structured and managed.
- **Enterprise Data Assurance.** Researched, designed and documented the corporate data standards for menu items, raw items, recipes and units of measure. Co-designed the data repository for the standard information. Designed and documented the business process to maintain data standards.
- **Quality Assurance Savior.** Developed a system to automate the analysis and debugging of data output from two massive data processing systems. Reduced the time spent analyzing data by 90% (two weeks to one day.)

Crowe, Chizek and Company LLP - Oak Brook, Illinois

1994–2001

- **Technical Knowledge Manager.** Defined and designed the company's knowledge management repository. Interviewed knowledge area representatives, determined key audiences and documented information requirements. Constructed an information hierarchy for each respective audience. Classified and categorized the existing documents into the new structure.
- **Great Data Integrator.** Expedited the issue resolution process on an integration project by researching and preparing decision-ready information for business teams. Helped business users understand situations and ramifications surrounding various information issues. Devised options, explained business and technical impacts of each option, and recommended approach.
- **Graphical User Interface Standards.** Conducted graphical user interface design and prototyping sessions. Established and wrote graphical user interface standards to ensure consistency and create a positive user experience.
- **Development Standards.** Instructed programmers on good application design and coding techniques. Enforced consistency in development practices by establishing and writing the company standards for C++ and Visual Basic Programming. Reviewed source code (C/C++, VB, and Java) and measured conformance to coding standards to ensure quality.
- **Local Librarian.** Maintained a small skill inventory of the office personnel. Organized the software, books and training materials as the self-appointed librarian for the office.

EDUCATION

M.S. in Library and Information Science. Dominican University - River Forest, Illinois

B.S. in Computer Science. Purdue University - West Lafayette, Indiana

AFFILIATIONS

Special Libraries Association

CERTIFICATIONS

AIIM Information Organization & Access Practitioner

KEY TECHNOLOGIES

FileNet P8 Content Manager, EMC/Captiva InputAccel, FileNet Records Manager, FileNet Image Services, Vignette Content Manager, Sharepoint 2007, Communique Day, Oracle, Microsoft Office, System Architect