

MICHELLE DOLLINGER, M.S. L.I.S.

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My job titles have varied, but they all employed my skills using technology to communicate ideas and my client service orientation to build strong relationships.

PROFILE:

- Adaptive knowledge management professional with an intellectual curiosity which fuels my love for continuous learning and desire to organize and convey information.
- Agile thinker, content strategist and project manager who can translate tech-speak for non-techies and business needs into actionable plans.
- Written and verbal communicator with an in-depth understanding of diplomacy and experience with global stakeholders.
- Compassionate and confident leader; served as SLA NY chapter President (1,000 members) presenting to large groups, coordinating volunteers, running meetings and planning events.

For professional endorsements please visit <http://www.linkedin.com/in/michdoll>.

EXPERIENCE:

PricewaterhouseCoopers, Global Portal and Usability Manager **2008 - present**

- Advises global teams on portal implementations and manages content strategy
- Writes and designs documentation for portal processes, templates and wireframes to allow for consistent standards and brand compliant implementations
- Presents regularly at stakeholder meetings and uses blogs, wikis and community tools to deliver updates and collaborate with B2E community on knowledge services
- Improves architecture and processes of portal end-user experience, conducts usability testing, analyzes metrics to optimize search to increase efficiency and usage
- Translates global business objectives into business and functional system requirements which leverage existing infrastructure to optimize budget spend
- Supports cross-functional activities by coordinating project workflow and connecting groups
- Coaches portal integrator, shares knowledge and experience to help grow their career

Consumers Union/ Consumer Reports, Research Librarian **2006 - 2008**

- Created mock-ups for intranet, analyzed metrics and developed user survey questions
- Edited department brochure created to communicate our value-add to the company
- Selected appropriate research and synthesized data to write custom reports and monitored social media to create subject area alerts for company-wide distribution
- Consulted with clients to anticipate needs and presented relevant research in meetings

The New York Times, Research/Technology Assistant (temporary) **2006**

- Standardized taxonomy and improved processes of the war casualties database
- Used advanced Excel functions to fix data defects for computer-assisted reporting projects

FIND/SVP, Research Analyst (temporary) **2004-2005**

- Delivered advanced research and analysis reports on deadline in a variety of industries
- Conducted primary interviews and secondary research to fulfill client requests

Magazine Publishers of America, Information Center Intern (temporary) **2004**

- Redesigned and updated external website using a content management system
- Scanned and tagged research documents in a digital asset management system

Experience - continued on next page

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EXPERIENCE (continued):

EPM Communications, Director of Information Technology

1998-2004

- Championed a scalable website, developed taxonomy and profitable online article archive
- Conceptualized, wireframed site and user interface to provide intuitive navigation and SEO
- Researched service providers, authored RFPs and budgeted service options
- Managed hardware and software purchasing, installation, training and troubleshooting
- Hired, trained and motivated researchers updating more than 10,000 listings for two annual business directories

EPM Communications, The Licensing Letter, Assistant Editor

1996-1998

- Researched and wrote original stories under deadline for business-to-business newsletter, analyzed industry data for annual state-of-the-industry reports

EXPERTISE HIGHLIGHTS:

Enterprise/Content Mgmt:	WebSphere	Documentum	SharePoint	WordPress	Drupal
Process/Project Mgmt:	Visio	MS Project	OmniGraffle	Freemind	
Web/Print Design:	Flash	Dreamweaver	Fireworks	Photoshop	Illustrator
	FrontPage	QuarkXPress	InDesign	HTML	JavaScript
	CSS	XML	PHP	RSS	SEO
Productivity/Collaboration:	Excel	Word	PowerPoint	OneNote	Access
	Acrobat	MediaWiki	Confluence	FileMaker	
Social Media:	Twitter	Magma	LinkedIn	Foursquare	Digg
	YouTube	Facebook	Tumblr	Posterous	Yammer

AFFILIATIONS:

Special Libraries Association - Leadership & Management div. blog coordinator

2009 NY Chapter President: Presented reports to membership, directed website content, led meetings and coordinated volunteers. Recipient 2009 SLA Rising Star Award.

2008 NY Chapter President-Elect and Programming Chair: Planned calendar of board meetings and member events, created programming announcements using email, twitter, LinkedIn and Facebook, managed venue arrangements and sponsor relations.

Beta Phi Mu, Theta Chapter (International Library and Information Studies Honor Society), Inducted 2006, Director 2009-2010, Board Secretary 2007-2009

EDUCATION:

M.S. Library and Information Science (with honors), May 2006, Pratt Institute, Recipient of the Sylvia G. Mechanic Merit Award in Business Librarianship

B.A. Journalism (Cum Laude), May 1996, State University of NY, Buffalo State College

CONSULTING:

MacMoxie Computer Consulting, Founder

2000-2007

- Provided all levels of Apple computer training and on-site technical support
- Installed, configured and tested various hardware configurations