

MICHELLE DOLLINGER

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EXPERIENCE:

DECEMBER 2008-PRESENT

PRICEWATERHOUSECOOPERS, USER EXPERIENCE & TERRITORY RELATIONSHIP MGR

Content management and user experience on the Global Intranet Portal for partners and staff

- Evaluates and improves processes of the portal end-user experience
- Advises regional teams on portal implementation and assists with content inventory
- Creates training materials for portal processes and wireframes for mock-ups
- Interacts regularly with key content stakeholders to deliver updates and new portlets
- Translates global business objectives into business and functional system requirements

DECEMBER 2006-DECEMBER 2008

CONSUMERS UNION, publisher of CONSUMER REPORTS, RESEARCH LIBRARIAN

- Selected appropriate research and synthesized to deliver custom reports
- Monitored subject area resources to create news alerts for company-wide distribution
- Consulted regularly with clients to anticipate and deliver relevant research
- Suggested redesigns for intranet and developed user survey questions

JUNE 2006-NOVEMBER 2006

THE NEW YORK TIMES REFERENCE LIBRARY, RESEARCH/TECHNOLOGY ASSISTANT

- Standardized taxonomy and updated war casualties database
- Created consistent data for computer-assisted reporting projects
- Processed serials and recorded circulation data

JANUARY 2005-OCTOBER 2005

FIND/SVP BUSINESS INFORMATION CENTER, RESEARCH ANALYST

- Created research reports on deadline in response to client requests
- Utilized print and online resources to locate pertinent, authoritative information
- Identified and evaluated resources to assist in information gathering
- Developed advanced knowledge of demographic data and federal economic statistics

DECEMBER 1998-JANUARY 2004

EPM COMMUNICATIONS, DIRECTOR OF INFORMATION TECHNOLOGY

INFORMATION ARCHITECTURE (www.epmcom.com)

- Championed a scalable website and developed taxonomy and online article archive
- Conceptualized and wireframed site and user interface to provide intuitive navigation
- Researched service providers, authored RFP and budgeted service options

INFORMATION PROJECT MANAGEMENT

- Orchestrated budgeting, production and publication of two annual business directories
- Designed CD-ROM user interface with input from usability experts
- Hired, trained and motivated researchers updating more than 10,000 listings

TECHNOLOGY

- Devised custom databases and applications to increase productivity and usability
- Maintained data integrity of large database and office-wide email server and file servers
- Implemented purchases, installations and maintenance of PCs and Macs
- Supported users in database, internet and desktop publishing applications

SEPTEMBER 1996-DECEMBER 1998

EPM COMMUNICATIONS, ASSOCIATE EDITOR, THE LICENSING LETTER

- Wrote original stories under deadline for business-to-business newsletter
- Researched licensing contracts and charted new licensing deals and opportunities
- Collected and analyzed industry data for annual state-of-the-industry reports

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CONSULTING:

JANUARY 2000-JUNE 2006

MACMOXIE COMPUTER CONSULTING, FOUNDER (www.macmoxie.com)

- Provided all levels of Apple Macintosh computer training and technical support
- Installed, configured and tested various hardware configurations
- Evaluated and installed software and custom databases to meet clients' needs

INTERNSHIPS/FREELANCE:

AUGUST 2004-DECEMBER 2004

CONSUMERS UNION, CONSUMER WEBWATCH

- Fact-checked research studies and articles, updated the website
- Developed high-level executive mailing lists using Nexis and Nielsen//NetRatings
- Tested and evaluated website features on Mac platform

AUGUST 2004-DECEMBER 2004

MAGAZINE PUBLISHERS OF AMERICA, INFORMATION CENTER

- Scanned and imported documents for digital archive project, created metadata
- Developed taxonomy based on magazine publishing and advertising effectiveness
- Assisted in planning and updating the intranet using content management system

APRIL 2004-AUGUST 2004

FIND/SVP, QUICK CONSULTING, CONSUMER PRODUCTS & SERVICES

- Conducted interviews and secondary research to fulfill client requests
- Performed advanced search queries in Dialog, Factiva and Nexis
- Analyzed data and market trends to create client deliverables

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, Major

AFFILIATIONS:

SLA (Special Libraries Association), Member since 2004

- NY Chapter President 2009, NY Chapter President-Elect 2008
- NY Chapter Email List Admin., SLA NY Advisory Council - July 2006-December 2008

Pratt Institute School of Information and Library Science Student Association,

- President and Webmaster - May 2005-May 2006
- Treasurer and Webmaster - May 2004-May 2005

Beta Phi Mu, Theta Chapter (International Library and Information Studies Honor Society), Member, inducted April 2006

- Board Secretary - 2007-2009