

Robin M. Glenn

206-228-7952

rg@bibliotango.com

I wrangle data into elegant patterns, solve tricky problems, play well with others, and leave crystal-clear documentation in my wake.

CORE SKILLS

- Analyzing and structuring data
- Creating detailed specifications
- Documenting and training workflows
- Inventing creative solutions
- Collaborating smoothly with teams
- Completing independent projects

EXPERIENCE

Microsoft

Kirkland, Washington

Policy Project Coordinator, Developer Business Operations February 2014 – May 2014

Developed age rating policies for images and other online content:

- Researching and synthesizing industry standards and child development guidelines.
- Creating and refining policies through discussion with other stakeholders.
- Curating and creating document libraries of sample content, then training users.

Technologies: SharePoint, PowerPoint, MS Excel. Proprietary internal content review tools.

Factor Firm

Seattle, Washington

Consultant

November 2013 – December 2013

Researched and constructed new taxonomies:

- Recording both qualitative and quantitative data during user testing sessions.
- Analyzing card sort data (open sort and closed sort) to identify best structure.
- Giving recommendations on best structure and next research steps.

Technologies: Apple Office suite, OptimalSort.

Amazon.com

Seattle, Washington

Contract Auditor, Amazon Publishing

August 2013 – September 2013

Royalties Analyst, Amazon Publishing

March 2013 – August 2013

Catalog Specialist, Amazon Marketplace

December 2012 – February 2013

Improved data quality in Amazon Wine Product Ads:

- Reporting on proprietary and confidential research topics; handling sensitive information.
- Developing and documenting rubrics to judge image quality.
- Using sampling and statistical techniques to project estimates over large data sets.
- Merging and cross-referencing reports to connect quality with performance and cost metrics.

Improved audit accuracy for 2000 publishing contracts:

- Analyzing publishing industry contracts to capture all legal requirements and metadata.
- Taking team leadership responsibilities and creating step by step documentation.
- Alpha-testing, improving usability, and filing bugs in the early development of internal tools.

Made sure authors got accurate royalty payments on time (under 30 days):

- Restructuring, streamlining, and documenting payment setup practices.
- Recommending structural improvements to Access databases and performing data cleanup.

Technologies: SQL, expert MS Excel, MS Word, MS Office, Sharepoint, JIRA for QA bug tracking, Adobe Acrobat. Proprietary financial, legal, and bibliographic catalog databases.

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EXPERIENCE (Continued)

Microsoft

Kirkland, Washington

Taxonomist, Microsoft Bing

July 2011 – August 2012

Improved Bing's search result features and data quality by:

- Researching and defining new data structures for targeted search result features. Projects included Bing Deals, Bing Shopping, custom results for Hotels and Famous People.
- Providing clear, accurate data for risk assessment and project viability reports.
- Defining and testing quality metrics and analytics for large proprietary data sets.
- Breaking down tasks into clear, simple steps for crowd-sourcing and automation.

Technologies: Expert MS Excel, MTurk, Powerpoint, MS Word, MS Office, Sharepoint.
Proprietary tools for search analytics, bug tracking, crowdsourcing automation, taxonomy management.

Serials Solutions

Seattle, Washington

Data Acquisitions Editor

October 2009 – February 2011

Knowledgebase Collection Specialist

October 2007 – September 2008

Expanded and maintained a vast metadata collection by:

- Collecting and updating serial and monographic metadata on a consistent schedule. Responsibilities included IEEE, PubMed, SourceOECD, ebrary, and Project Gutenberg.
- Verifying accuracy against primary sources, MARC records, ISSN Portal, and Books In Print.
- Testing and refining scripts to automate data correction tasks.
- Developing standards and policies for our new monographic collection.

Technologies: Expert MS Excel, RightNow, regular expressions, Ruby scripts, MoinMoin wiki markup, MARCedit, Bugzilla.
Proprietary tools for database updates, web scraping, upload automation.

Standards: XML, XHTML, HTML, CSS, MARC, ISSN, ISBN, text encoding (UTF8, UTF16, ANSI, ASCII, .TSV, .CSV), KBART.

Software Test Engineer

September 2008 – October 2009

Improved confidence in software quality and advocated for user needs by:

- Testing new web tool and API releases, both black box testing and white box testing.
- Contributing to triage, design, and release discussions as a user advocate.
- Collaborating with developers on automated test tools and best practices.
- Documenting process flow to improve comprehensive testing.

Technologies: Bugzilla, expert MS Excel, TortoiseSVN, MySQL queries, regular expressions, Ruby scripts, RightNow, MoinMoin wiki markup. Proprietary test frameworks.

Standards: XML, XHTML, HTML, CSS, MARC, ISSN, ISBN, text encoding (UTF8, UTF16, ANSI, ASCII, .TSV, .CSV), KBART.

Getty Images (Contract)

Seattle, Washington

Search Vocabulary Consultant

July 2006 – September 2006

Improved a natural language processing system and taxonomy for photo captions by:

- Analyzing digital photographs from an existing library.
- Defining search strategies to disambiguate common words by context.
- Adapting an old controlled vocabulary to a new purpose. (Stock photos to Photojournalism)
- Identifying and addressing culturally sensitive classifications in the vocabulary.

Technologies: Expert MS Excel, MS Office. Proprietary keywording, taxonomy management and content management systems.

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VOLUNTEER EXPERIENCE

Humanities Washington

Seattle, Washington

Strategic Planning Intern (200 hours, Directed Fieldwork)

July 2007 – September 2007

Created strategy recommendations for a non-profit by:

- Transforming open questions into achievable goals.
- Designing quantitative and qualitative surveys of civic engagement program outcomes.
- Surveying civic engagement program leaders by phone and email.
- Analyzing census data to provide a state-wide demographic report.
- Recommending focuses, tactics, and community partners for upcoming programs.

Technologies: Expert MS Excel, MS Word, MS Publisher, Powerpoint, MS Office.

Asotin County Library

Clarkston, Washington

Volunteer (120 hours)

February 2004 – April 2004

- Researched unidentified paintings to re-index the art collection.
- Built an Access database to index storytime books.
- Created brochures and displays promoting library programs and services.
- Reformatted patron forms and shelf signs to modern professional standards.

Technologies: MS Access, Adobe Illustrator, MS Publisher, MS Word.

EDUCATION

University of Washington

Seattle, Washington

Master of Library and Information Science

August 2007

- Focused on classification, accessibility, and ethical policy-making.
- Coursework emphasized practical applications, field research, and collaboration.

Bachelor of Arts, Mathematics

June 2002

- Focused on computer applications, data structures, and statistics.

AFFILIATIONS

Washington State Librarian certificate

#5582

Washington Library Association

2011 – present

American Library Association

2005 – 2007

CONFERENCES ATTENDED

InfoCamp Seattle

Un-Conference

Seattle, WA – 2012, 2013

Washington Library Association

Annual Conference

Yakima, WA – 2011

Special Library Association

Annual Conference

Seattle, WA – 2008

American Library Association

Annual Conference

Washington DC – 2007

Midwinter Conference

Seattle, WA – 2007

Public Library Association

Annual Conference

Seattle, WA – 2005

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PROFESSIONAL INTERESTS

Elegant data structures: Very large data sets, metadata standards, information architecture, controlled vocabulary development, keyword refinement, taxonomy, ontology, thesaurus, cataloging, classification, data quality control, data normalization, database design, statistical analysis.

Web findability: information search and retrieval, browse behavior, structured search results, online commerce, search engine optimization (SEO), web traffic metrics.

Specialized contexts: Special libraries, private sector libraries, non-profit sector libraries, government documents, library support, librarian resources.

Archives and library materials: Digital resources, serials cataloging, physical archives, archival standards, digital preservation.

Usability: UX design, interface design, user behavior, navigation flow, accessibility, inclusive design, universal design, defensive design, software development quality assurance.

Information ethics: Freedom of information, digital privacy, personal information management (PIM), intellectual property, digital divide.

Job-independent Skill Development: C#, SQL, XHTML, CSS, regular expressions, Mercurial, MediaWiki, Scrivener, PBWorks. Home computers run MacOSX and Ubuntu.