

## **JESSICA K. BAUMGART**

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Since I tend to be a private person online, I removed some dates and other personal information from this resume. Please contact me for a more complete or tailored version.

### **SUMMARY:**

Information professional with a broad range of experience in specialized capacities within universities and the software industry. Expertise in knowledge management, information organization, and usability. Proven abilities in documentation, training, and software testing. Client-focused with strong technology and communication skills.

### **WORK EXPERIENCE:**

#### **Expert Information Organizer**

18 months

ITA Software by Google, Cambridge, MA: ITA revolutionized the flight search industry before Google acquired it in 2011. On the Needlebase team, I managed several datasets using the Needlebase software for data acquisition and management and worked with customers.

- Curated datasets in the software Needlebase
- Spearheaded customer support
- Showcased features and attracted customers by building databases
- Created and enhanced internal and client-facing documentation
- Evaluated Needlebase for usability and user experience and shared results with the team
- Investigated and logged issues in Bugzilla
- Aided software testing efforts because of a proven ability to think critically and objectively
- Increased customer base through potential client outreach and exceptional support
- Taught clients Needlebase best practices through demonstration, web meetings, and tutoring

#### **Quality Assurance Engineer**

almost 4 years

Renesis, Manchester and Hanover, NH: Renesis creates software translating global Internet router data into graphics and text. As their first quality assurance engineer, I implemented software testing practices and policies.

- Assured the quality of Renesis' global Internet data products and the discussion site Babbledog
- Recommended usability, design, and functionality changes to improve software
- Formulated and executed test plans and scripts, automating selected ones with Selenium
- Identified issues, determined priorities, tracked workflow, and managed queues using the RT ticketing system
- Coordinated with engineers to establish quality assurance and testing best practices
- Increased usability of Babbledog by applying observations and analysis from user tests
- Wrote documentation, including customer-facing help pages and product text
- Contributed to all aspects of Babbledog's lifecycle from conception through launch, maintenance and retirement
- Handled customer communications for Babbledog using web 2.0 tools and social media
- Guided Babbledog release process to ensure that required features were well implemented and critical bugs were fixed
- Managed one full-time colleague and a 4 person temporary team

**Information Resources Specialist**

six years and 8 months

Public Affairs and Communications, Harvard University, Cambridge, MA: This office supports journalists seeking information about university-wide issues. As the first librarian, I analyzed and met the needs of office staff and members of the media by developing information services.

- Provided research support and reference services to news office staff members, the press, the Harvard community, and the public
- Maintained the office's Web sites, including the Harvard Homepage
- Designed, implemented, and managed databases for knowledge management
- Developed publicly-accessible indexes for the MySQL and FileMaker-backed website Research Matters and categorized articles with them
- Assisted with the collection of important newspaper and magazine clippings and ephemera
- Ran the ISDN booth for radio interviews

**Librarian**

almost 3 years

University Communications Library, University of Wisconsin-Madison, Madison, WI: This clippings library in University Communications focuses on collecting material of importance to the university. The librarian maintains the collection and provides access to it.

- Managed the library and its collection of thousands of newspaper and magazine clippings
- Indexed new material into the collection
- Maintained the collection's thesaurus, including new term creation and revisions
- Collected additional resources, including books, periodicals, clipsheets, and news releases
- Provided research support and reference services to communications staff, the press, faculty, students, and the public via e-mail, mail, fax, and the telephone
- Designed, implemented, and maintained databases and a Web site for collection management and access
- Supervised student assistants

**EDUCATION:**

**Master of Arts in Library and Information Studies**

School of Library and Information Studies

University of Wisconsin-Madison, Madison, Wisconsin

**Bachelor of Arts**, double major in German and Religion and Philosophy,

Newberry College, Newberry, South Carolina, Magna Cum Laude

**DAAD Summer Study Abroad Program Participant**,

University of Regensburg, Regensburg, Germany

**SELECTED ACTIVITIES AND PROFESSIONAL ORGANIZATIONS:**

BarCamp Boston Organizing Committee

BostonCHI

Harvard University's Berkman Center for Internet & Society Affiliate

MIT Mystery Hunt, Co-Coordinator for Team Codex

Special Libraries Association