Cory Salveson
Experienced Information Technologist
MSc Student, *Social Science of the Internet*

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Work

Learning Systems and Analytics Lead   RSM US, *Minneapolis, MN, USA* (2013-2016)

- Created system integrations and data services for learning technology ecosystem of 15,000 users

- Developed custom data entry platform for key department process, saving hundreds of hours of labor/year

- Supervised, coached, and managed hiring, performance, and career development for team of 4

- Awarded unprecedented top performance rating all three years of employment

- Lead cross-department projects, managed vendor and inter-departmental relationships, set and enforced policy, trained users, and managed and provided technical support for all the above

Knowledge and Information Analyst   Spok Software, *Eden Prairie, MN, USA* (2011-2013)

- Lead corporate Information/Knowledge Management program, reporting to IT Director, CEO, and CFO

- Redesigned SharePoint intranet with corporate-wide metadata taxonomy

- Developed custom UI for product data and technical content discovery across multiple sites and systems

- Developed unified sales pricing/purchase order tool used by global sales team with hundreds of products

- Produced and delivered documentation, training, marketing, and technical support for all the above

Senior Technical Support Analyst/Knowledge Engineer   Spok Software, *Eden Prairie, MN, USA* (2009-2011)

- Provided remote and on-site technical support for critical government, hospital, and corporate communication systems

- Wrote scripts and documentation to automate or streamline department work, saving dozens of hours of labor/year

- Built internal and customer-facing knowledge bases, reducing support cases opened and time-to-close for opened cases

- Trained new employees in Linux server administration

Additional work experience available on request.

Education

Master of Science, Social Science of the Internet   University of Oxford, *Oxford, UK* (Expected 2017)

- Multidisciplinary department dedicated to understanding life online

Bachelor of Science, Multidisciplinary Studies   University of Minnesota, *Minnesota, USA* (2014)

- **3.74** GPA, equivalent to **UK First Class**

- Custom degree in the business, IT practice, and critical study of Information and Communication Technologies (ICTs) and society

Associate of Arts w/Honors, Emphasis in Writing   Normandale Community College, *Minnesota, USA* (2008)

- Founder and President (2005-2007), Secretary (2008), Creative Writing Club

- Co-Chair, Student Technology Advisory Committee (2006-2007)

- Web Developer (2005-2006)

Training

Courses and Workshops

- **Introduction to Python for Data Science**
  Course, DataCamp, 2015

- **Foundations of Data Science**
  Mentored Workshop, SlideRule, 2015

- **Presenting Data and Information**
  Workshop, Edward Tufte, 2015

- **Introduction to Computer Science and Programming using Python**
  Course, MITx (edX), 2015

- **Co-Active Coaching Fundamentals**
  Course, The Coaches Training Institute, 2015

- **The Data Scientist's Toolbox**
  Course, Johns Hopkins University (Coursera), 2014

- **Project Management Institute PMP®/CAPM® Exam Prep**
  Course, ArthurMaxwell, 2012

Certifications

- **CompTIA A+ (IT Technician)**
  CompTIA, 2009

- **Junior Level Linux Professional (LPIC-1)**
  Linux Professional Institute, 2011-2016

Skills and Strengths

IT Skills

- **Programming Languages:**
  Python, 1 year; currently studying
  R, 1 year; currently studying
  SQL, 7 years
  BASH, 5 years

- **Software:**
  Pentaho Data Integration, 3 years
  Adobe Creative Suite, 2 years

- **Platform Technologies**
  Linux (Ubuntu, Red Hat/CentOS), 8 years
  Microsoft Windows Server, 3 years
  Microsoft SQL Server w/Reporting Services, 3 years
  Oracle Database, 3 years
  Mixed radio, telephone, serial, and IP networks, 3 years

Gallup StrengthsFinder

- Strategic
- Ideation
- Intellection
- Learner
- Achiever

Languages

- Spanish, Level 1

Memberships, Interests, and Hobbies

Memberships

- **Association of Internet Researchers**, 2015-Present
- **Electronic Frontier Foundation**, 2014-Present
- **Association for Computing Machinery**, 2012-2015
- **Project Management Institute**, 2012-2013

Interests and Hobbies

- Media art—creating, collecting
- Open source/data/science; Creative Commons
- Lifelong learning, e.g. The Great Courses
- Storygaming—digital, tabletop, gamebooks

References available upon request.