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 (Jun 2013 – Sep 2016)

- **Manage systems and data**: own technology and data ecosystem for managing, delivering, and tracking learning for 15,000+ global users; build custom system integrations, process automations, and reporting using Pentaho Data Integration, Python, and Microsoft SQL Server, SharePoint, and Office; guide analytics strategy, including through research of new technology such as predictive analytics in R, reporting in Tableau, etc.

- **Lead others**: supervise, coach, and mentor team of 4 people, including through hiring, performance management, and career development duties; lead cross-department technical projects, manage vendor and inter-departmental relationships, set and enforce policy, train others, and manage and provide technical support for all of the above

Knowledge and Information Analyst
Spok Software, Eden Prairie, MN (Mar 2011 – Jun 2013)

- **Build knowledge-work environments**: launch SharePoint intranet, including by designing information architecture and company metadata/taxonomy; launch Learning Management System; perform ad-hoc reporting to iteratively design data warehouse project; create internal technical knowledge base, documentation management system, and other custom solutions in Microsoft Office and SharePoint

- **Lead change**: work independently under CEO, CFO, and IT Director to manage company-wide Information and Knowledge Management (IKM) program; design and manage cross-company projects and teams; produce documentation, training, marketing, and technical support; regularly present to 300+ employees

Senior Technical Support Analyst and Knowledge Engineer
Spok Software, Eden Prairie, MN (Apr 2009 – Mar 2011)

- **Support customers**: resolve technical issues and consult on new implementations and custom solutions involving virtual and physical server, console, and peripheral systems running Linux, Windows, and Oracle database and application server technologies; support systems remotely and at customer locations; ensure operation and monitoring of communications across radio, telephone, serial, and IP networks for above

- **Manage departmental knowledge**: create technical documentation and e-learning content for use by customers and employees; launch customer-facing knowledge base; create reports and process support tools for customers and employees

#education

Master of Science, Social Science of the Internet
University of Oxford, Oxford Internet Institute

- 10-month program with thesis ending **Fall 2017**

- Multidisciplinary department dedicated to *understanding life online*

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

- **3.74** GPA (**UK First Class** per UK NARIC guidelines)

- Custom degree program focused on (1) the practice of information and knowledge management and (2) the cultural and social-scientific study of Information and Communication Technologies (ICTs) and society

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

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

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

- Web Developer, Study Abroad program website (2005)

Professional Development

- **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)