

Andrew Childress

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Education

University of Texas at Austin — Master of Science in Information Studies

2015 – May 2017

GPA: 4.0/4.0

University of Arkansas at Fayetteville — BA English Literature + BM Piano Performance

2008 – 2012

GPA: 3.98/4.0

Professional Experience

Tokyo Electron (via Kelly Services) — **Business Analyst** Austin, TX || April 2016 – Present

- Interface design and user support for internal systems at a global semiconductor equipment manufacturing firm.
- Work with teams in 6 departments at US corporate headquarters.
- Design user-focused forms, workflows, and intranet pages.
- Managed project to upgrade 200+ individual workflows used in 4 US locations.
- Prepared and led 4-hour SharePoint training sessions along with weekly user groups.

Knowledge Harvesting, Inc. — **Analyst** Remote || March 2015 – Present

- Research and analysis at a boutique consulting firm focusing on organizational knowledge management, business development, and social good.
- Create and use taxonomies and visualizations to turn unorganized content into usable, accessible information.
- Developed web scraping technology for organizational mapping and business development.

Briscoe Center for American History — **Reference Intern** Austin, TX || August 2015 – May 2016

- Provided customer service to researchers at a national historical archive.
- Conducted research in BCAH holdings to answer reference questions.

Prism Education Center — **Teacher** Fayetteville, AR || May 2014 – May 2015

- Taught preschool through 9th grade, all subjects.

Jerusalem School Bethlehem — **Teacher** Palestine/Israel || August 2012 – May 2013

- Designed curriculum, planned lessons, and taught 10th-12th grade English classes and media classes at an international American school.

Skills

- Content strategy and information architecture
- User interviews and requirements gathering
- Taxonomies, controlled vocabularies, and metadata
- Project management
- Business process improvement
- Web design
- Writing and editing