Coral Sheldon-Hess

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Summary: Web developer, data analyst, and inclusive leader with advanced degrees in engineering and library/information science. Skills and interests include digital accessibility and usability, using data ethically, and communicating technical concepts to non-technical audiences.

Tech skills: Python, R, LAMP stack, HTML5, CSS3, metadata, systems thinking, meaningful technical communication, collaboration across silos and skill areas, empathy/user-focus

Selected Professional Experience:

Developer and Systems Administrator, October 2024 - present
Colorado State University Libraries - remote
- Improved accessibility and usability of library websites (WordPress) in collaboration with UX designer, other developers, content owners, and stakeholders.
- Served as project manager of cleanup and product owner of CSU's LibGuides platform.

Library Web Services Developer, March 2023 - September 2024
Bowdoin College - remote
- Maintained and improved the library's web presence (Cascade CMS, LibGuides, WordPress).
- Performed troubleshooting on subscription database access and maintained EZProxy.
- Proposed, planned, and chaired Web Coordinating Committee for library website.
- Heavily customized Primo local and union views.

Sr. Healthcare Economics Consultant, June 2022 - January 2023
Optum - remote
- Wrote, validated, and maintained Python and SQL code to build tables and reports for healthcare quality and cost metrics.
- Created a QA process for the team to use in testing monthly Tableau reports.
- Updated and edited Tableau reports and their data tables in response to UX issues and data defects.

Product Liaison Engineer, August 2021 - March 2022
Coiled Computing
- Solved problems for and with data science users for a Python/cloud startup.
- Reorganized and streamlined Customer Support Engineering processes and led stakeholders throughout the organization to get agreement on the team's immediate future direction.
- Interviewed and assessed candidates for hire.
- Performed exploratory, regression, unit, and end-to-end testing on Coiled product; identified testing issues; and wrote test plans.
- Added functionality to the Coiled API and Coiled Cloud code base (Python).

Assistant Professor, Sept 2019 - July 2021
Community College of Allegheny County
- Taught remote/synchronous, online/asynchronous, and in-person courses, with an average student approval score of 4.6+ out of 5.
- Brought community partners (Nine Mile Run Watershed Association, Draw the Lines PA) into the classroom to give students experience with real data analytics projects.
- Relevant courses taught:
    - DAT 119 & 204 - Python 1 and R for Analytics
    - DAT 201 & 202 – Data Analytics 1 & 2 (solo course designer/curriculum writer for 202)
    - CIT 125 & MMC 160 - Web Dev (HTML5/CSS3) and Front-End Dev (JavaScript)
    - CIT 215 - Systems Analysis & Design (software development lifecycle)

Web Services Librarian/Assistant Professor, Oct 2009 – Sept 2014
University of Alaska Anchorage
• Designed, maintained, and improved library websites and web services (LAMP).
• Rapidly taught self on, then trained and supported colleagues in the use of web-based technologies.
• Chaired Web Development Team; proposed, designed, and chaired Social Media Team.
• Created the plan and supporting documentation for development of the library's web presence in a user-centric direction.
• Created a model for thinking about user-centricity of organizations. Both the model and the plan (previous bullet) have been used by user experience librarians and by libraries doing their own planning, internationally.
• Installed, maintained, and coded customizations for open-source web applications (e.g. LibStats, Omeka - PHP/MySQL) and led acquisition and implementation of web applications purchased from vendors (e.g. Springshare suite), including coordinating policy development around their use and training both internal and end users.
• Served as Acting Head of Systems in department head's absence (approximately 14 weeks).
• Performed usability testing on websites and vendor-supplied applications.

Senior Consultant, Jun 2006 - Feb 2008
Booz Allen Hamilton
• Supported US DOT's Vehicle Infrastructure Integration (VII, now Intellidrive) program as a wireless systems engineer, software requirements analyst, and project manager.
• Wrote sections of, managed subcontractors' input to, and coordinated/edited 60+ team members' contributions to the VII System Requirements Specifications.
• Refined document creation workflows, increasing documents' accuracy and decreasing creation time significantly.
• Analyzed/edited requirements for VII subsystems and applications.
• Contributed to several proposal teams, writing a key technical section of a $93M proposal and writing as well as editing/coordinating authors' contributions to a $6M proposal.

Education:

University of Pittsburgh – Master of Library and Information Science
• "Pitt Partners" placement at Carnegie Mellon University's Engineering & Science Library
• Field placement adding content and Dublin Core metadata to CMU's Research Showcase

Carnegie Mellon University – MS, Electrical and Computer Engineering
• Performed research as part of the Antenna and Radio Communication (ARC) group and Center for Wireless and Broadband Networking.
• Designed and implemented experiments that created large data sets; analyzed data and created visualizations using MATLAB.

University of Virginia – BS, Electrical & Computer Engineering - *With Highest Distinction,* Minors: Computer Science, Chinese Language & Culture

Selected Presentations, Panels, Workshops, and Training Sessions:

• "Digital accessibility for busy people," Solstice School, 7/27/2024.
• "Tips for running better classes (and meetings) remotely," CCAC Center for Teaching & Learning Teaching Showcase. 2/26/2021.
• "Building an online community with Slack in the classroom," CCAC Center for Teaching & Learning Collaboration Tools Panel, 10/30/2020.
• "Command Line Bootcamp," Co-leader, Code4Lib Preconference, 3/7/2016.
• "Getting buy-in on user centricity," LITA National Forum, 11/10/2013.