

# Coral Sheldon-Hess

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**Summary:** Data analyst and inclusive leader with advanced degrees in engineering and library/information science. Skills and interests include using data ethically, working with open and civic data, improving accessibility and usability of digital interfaces, and communicating technical concepts to non-technical (or not-yet-technical!) audiences.

**Tech skills:** Python, R, LAMP (Linux, Apache, MySQL, PHP) stack, HTML5, CSS3, metadata, systems thinking, statistics, data visualization, meaningful technical communication, collaboration across silos and skill areas, empathy/user-focus

## Selected Professional Experience:

*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, including hiring priorities.
- 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).
- Created and edited documentation.

*Assistant Professor, Sept 2019 - July 2021*

### **Community College of Allegheny County**

- Taught remote/synchronous courses, online/asynchronous courses, and hybrids between the two, 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, 2009

- "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, 2005

- 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*, 2003 Minors: Computer Science, Chinese Language & Culture

**Selected Presentations, Panels, Workshops, and Training Sessions:**

- "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.
- "Introduction to GitHub," Western Pennsylvania OER Training Day, 7/11/2019.
- "Command Line Bootcamp," Co-leader, Code4Lib Preconference, 3/7/2016.
- "Level Up Your Coding with Code Club (yes, you can talk about it)," Code4Lib, 2/10/2015.
- "Challenges of Gender Issues in Technology Librarianship," Panel Discussion, ALA Midwinter Meeting, 1/25/2014.
- "Getting buy-in on user centricity," LITA National Forum, 11/10/2013.

**Selected Honors:**

- 2017 NASA Datanaut
- American Library Association 2012 Emerging Leader (award + 6-month leadership training)
- Pacific Northwest Library Association "LEADS" Leadership Institute, October 2010 (competitive program, one-week leadership intensive with Schreiber Shannon Associates)