Diamond Alexander

San Diego, CA • 619-962-3540 • diamondalexander@protonmail.com • diamondalexander.com

EDUCATION

MLIS – University of Denver   **Expected: June 2024**
Denver, CO

- **Specializations:** Information Technology & Digital Libraries; Archives & Records Management
- **Relevant coursework:** Web Content Management; Digitization; Digital Preservation; Digital Libraries; Metadata Architectures; Cataloging & Classification; Introduction to Archives

MA – University of Colorado, Boulder   **August 2019**
Boulder, CO

- **Degree:** Strategic Communication Design
- **Relevant coursework:** Critical Making (web & emerging technologies); Brand Design; User Experience Design

RELEVANT PROFESSIONAL EXPERIENCE

Academic Libraries Culminating Internship   April 2024–Present
San Diego State University, San Diego, CA
Collaborating with the Digital Technologies and Electronic and Continuing Resources librarians on technology projects at San Diego State University's Love Library

- Developing electronic resource inclusion policies for improved user access & discovery
- Conducting research on database discovery & Springshare A–Z list configuration best practices
- Investigating Wikidata API for use in legacy, PHP-based campus wayfinding app
- Coding small-scale demonstration app for new wayfinding tool

Content Migration & DEI Research Assistant (contract)   November 2022–Present
Land Trust Alliance, Remote

- Reviewing resources for compliance with organization style guidelines
- Researching resource authors and sources to help ensure community-centered representation
- Entered metadata & summaries for course learning paths and individual resources
- Reformatted print documents into web versions using Storyblok CMS' block editing interface
- Provided 5-10 hours/week of email member support for Resource Library

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Product Designer (full-time)   August 2021–April 2022
TalentReef, Denver, CO
Led user experience design, user interface design, and third-party integration efforts on cross-functional teams at enterprise HR software company

- Wireframed, prototyped, and tested designs for high-volume job application workflow
- Created decision maps, user workflows, and prototypes for CCPA user privacy feature
- Coordinated with third-party vendors for project requirement scoping and software integration
- Conducted user surveys, interviews, and on-site field study research
- Facilitated and led design meetings, workshops, and presentations with company stakeholders
- Developed company-wide documentation for accessible/inclusive terminology and tone
- Established field study documentation system and metadata policies in Confluence
- Implemented team-wide protocols for improved designer handoff to engineers

Product Designer (full-time & contract)   January 2020–September 2022
AdvicePay, Bozeman, MT/Remote
Led software application user experience and research activities for financial planning startup company

- Conducted virtual & in-person observational usability tests and established interview process
- Collaborated with engineers and product owner to improve transactional email user experience
- Created user flows, user journeys, wireframes, mockups, and high-fidelity prototypes
- Redesigned key user features to reduce support tickets and abandoned subscriptions
- Managed project design tasks from ticket creation through hi-fidelity mockup and prototyping
- Established UX copywriting communication strategy to reduce email spam rates

Experience Designer (full-time)   February–August 2021
KPMG, San Diego, CA/Remote
Consulted on user experience & instructional design at "Big 4" tax firm
- Created web-based training courses in Storyline 360 for large healthcare system's LMS
- Designed style guides, templates, and reusable design components
- Led workshop discussions on UX accessibility and human-centered design principles

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Front-End Development/UX Design Apprentice   September–November 2019
Viget, Falls Church, VA
Apprenticed in web development & product design for 10 weeks at award-winning digital agency
- Collaborated on cross-functional team to conduct user research and testing
- Developed high-fidelity prototype for a meditation app using ProtoPie
- Contributed production-level code to app landing page and agency's Careers page

Metadata & Digitization Assistant (short-term project)   February–August 2021
University of Denver, Denver, CO
- Transcribed discharge papers, correspondence, administrative records, and patient records for Colorado history collection
- Assigned subject, date, and location metadata for items in ArchivesSpace

SCHOLARLY & CREATIVE ACTIVITIES

Digital Exhibit Creator   January 2024–Present
CollectionBuilder, Remote
Creating a women's bowling digital exhibit as part of IMLS-grant funded cohort led by the University of Idaho's Center for Digital Inquiry and Learning
- Developing a digital collection using CollectionBuilder's Jekyll-based, open-source digital framework and GitHub Pages
- Creating metadata records and object derivatives using CSV scripting
- Customizing collection user interface with Bootstrap and Liquid
- Contributing technical tutorial & documentation to the CollectionBuilder knowledge base

Omeka Exhibit Metadata Architect   March–June 2023
Graduate Course Project
Led development of metadata standards and records creation for Omeka digital collection focused on the intersection of women artists and national parks in the United States
- Coordinated metadata record creation activities as Metadata Architect for team of 4
- Established Dublin Core-based metadata schema and controlled vocabulary guidelines
- Implemented HTML customization in Omeka fields
- Supported team poster design and class presentation

Cataloging Assistant   June–September 2017
Ricks Center Primary School Library, Denver, CO
- Scanned & catalogued 100+ primary school children's books and materials using Booksource
- Designed cataloguing workflow under supervision of school library consultant
- Organized books and materials by subject for easy retrieval by students
- Prepared space for student-led checkout process

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SKILLS & TECHNOLOGY EXPERIENCE

LIS Skills

metadata record creation; digital collection building; digital object curation; digitization; digital preservation; print-to-web data migration; database searching

Design & Research Skills

information architecture; low-to-high fidelity mockups; application prototyping; human-centered design activities (e.g. user stories development, user journeys, card sorting, affinity exercises); user research (e.g. surveys, interviews, testing); competitive analysis; data visualization

Technologies:

HTML/CSS/basic JS; JSON; Git/Github; static site generation (Jekyll, Eleventy); Omeka (hosted); LibGuides; content management systems (WordPress, Storyblok); user interface frameworks (Bootstrap, Material); Figma; collaboration tools (Slack, Teams, Confluence, Zoom, Notion); RDF/XML; SPARQL; knowledge databases/graphs (Neo4j, Cypher)

CONTINUING EDUCATION

Academic Applications of AI (AAAI) Micro-Certification   April 2024–Present
San Diego State University

Successful completion of the course enables participants to:

- Articulate how language-based and image-based generative AI tools work and how to differentiate them from one another
- Create a plan for improving awareness of bias, privacy, and ethical concerns inherent in using these tools
- Understand what popular AI tools are available and how to curate a set of tools for academic work
- Query generative AI tools more effectively by iteratively refining prompts

Additional Learning

Online trainings & webinars for ExLibris' Alma/Primo and Springshare's LibGuides, and Wikidata

HONORS AND AWARDS

- KPMG Advisory Associate Team Case Study Winner, 2021
- University of Colorado New Venture Challenge Semi-Finalist, 2018
- Morgridge College of Education Dean's Scholarship, 2017 & 2023
- Dimchevsky Scholarship, 2017

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VOLUNTEER & COMMITTEE EXPERIENCE

- KPMG Women of Design Programming Committee Member, 2021
- TalentReef Women's History Month Planning Committee, 2021
- Generation Exchange – Older Adult Tech Support, 2018-2019
- San Diego Rescue Mission, 2010-2016
- MetroCaring Hunger Relief Food Bank Volunteer, 2019
- College of Education Student Association Secretary, 2017–2018
- ASIS&T DU Chapter Vice-Chair, 2018
- Storehouse Food Bank Volunteer, 2013–2014

PROFESSIONAL MEMBERSHIPS

- American Library Association, 2024
- Association of College and Research Libraries, 2024
- California Library Association, 2024
- Rocky Mountain Special Library Association, 2018