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

- Researching resource authors to ensure greater community-based representation
- Analyzing resources for harmful language & checking for diversity guidelines compliance
- Created metadata & summaries for print and electronic resources
- Managed & applied resource access based on membership affiliation
- Reformatted print documents into web versions using Storyblok CMS
- Provided 5-10 hours/week of email member support for Resource Library

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

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

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

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

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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 · Remote

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

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

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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

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 Training

- ExLibris: Alma Administrator Certification (in progress)
- Springshare: LibGuides Best Practices; Resource Icons for A–Z List
- Wikidata: Recorded webinars from SDSU's Wikidata Task Force

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

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
- Association on Higher Education and Disability — AHG Conference Volunteer, 2018
- 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

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PROFESSIONAL MEMBERSHIPS

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