Ellie Connors

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EDUCATION

Pratt Institute, New York, NY, Expected Graduation May 2026
Masters of Information and Library Science

University of Michigan, Ann Arbor, MI, Graduated May 2022
BS Information // *Focus Area* UX Research, Design // *Minor* Global Media Studies // *GPA*: 3.92

EXPERIENCE

Access Services Graduate Assistant, Pratt Institute Libraries   **Aug 2024-present**
- Provide research and reference service to patrons in person, via telephone, email, and chat
- Currently developing LibGuides for the special collections of artist books and historical zines
- Provide circulation support, assuring regular execution of basic library procedures (shelving, statistics collection, stack maintenance, etc.)
- Engage in library community outreach through leading tours, events, and book clubs

Project Manager Associate, Workit Health, Remote   **Oct 2022-present**
- Conduct user research and user acceptance testing to identify and diagnose current issues in the telehealth app that connects recovering addicts to counseling resources and medication
- Write reports that combine research, data analysis, and user journeys to present solutions
- Currently overseeing the integration of a third-party EHR into the product by organizing the project plan with both development and business teams using Agile processes in Jira, creating plans for new employee workflows, and managing all bugs and development requests

English Language and Culture Assistant, Ministry of Education, Spain   **Oct 2022-May 2024**
- Assisted English teachers at CEIP Hermanos San Isidoro y Santa Florentina in Cartagena (October 2022-May 2023) and at CEIP San Jaime in Alicante (October 2023 - May 2024)
- Prepared presentations, stories, and supplemental materials for classrooms for 6 to 12-year-olds

Building and Data Manager, University of Michigan Alumni Association, Ann Arbor Jan-Aug 2022
- Assisted guests of the alumni center by locating materials, answering questions, and guiding them through the use of an interactive database
- Organized and managed archival university materials, including alumni magazines, newsletters, and yearbooks, dating back to 1845
- Answered telephone inquiries, greeted and managed guests, and supported three cross-functional teams as an executive assistant

UX Research and Design Consultant, Media Burn Archive, Remote   **Sep 2021-May 2022**
- Collaborated with Media Burn, a nonprofit dedicated to housing, organizing, and cataloging documentary film footage, to redesign their website and organize collections of over 8,000 videos
- Conducted an iterative research and design process by leading 6 interviews with new and existing Media Burn users
- Designed a successful final interactive prototype in Figma which cut the amount of time spent searching for videos in half, proven through user testing

Data Analytics Engineering Intern, ViacomCBS, New York, NY   **June-Aug 2021**
- Created a real-time data warehouse dashboard using Django to visualizeViacomCBS streaming processes
- Improved data quality monitoring by integrating an alert system into Tableau, reducing the amount of time stakeholders previously had to spend monitoring data quality by 60%
- Held 3 interviews and 3 usability evaluations with department stakeholders to identify dashboard needs
- Developed the required back-end writing SQL queries with excellent data quality and performance

Data Analysis Intern, Office of University Development, Ann Arbor   **July 2020 - June 2021**
- Performed data analysis to identify monthly targets for increased solicitation to support the University's mission using Python, SQL, and ETL techniques
- Created 2 to 3 data visualizations and dashboards monthly in Databricks to monitor quality
- Conducted user testing and cognitive walkthroughs across 3 departments to develop effective visualizations

SKILLS
- **CODE:** Python, HTML/CSS, SQL
- **TOOLS:** Figma, Confluence, Jira, iMovie, Adobe XD, Databricks, Pandas, Optimal Workshop
- **UX:** Affinity Diagrams, Competitive Analysis, Wireframing, Questionnaire Design