

JULIA RYAN

CONTACT

EMAIL

julia.ryanx@gmail.com

MOBILE

0434 882 899

PORTFOLIO

juliaryan.io

EXPERIENCE

PROJECT OFFICER, ONLINE SERVICES | State Library of New South Wales

August 2011 – March 2017

- Produced high quality, user-driven content (including non-HTML formats such as PDFs and Word documents) that was usable, readable and accessible (WCAG 2.0 level AA compliant) for online platforms.
- Administered the Information Request service application which included working with the Library's developers and the vendor to develop new features and, test and upgrade to new releases.
- Worked with the Digital Channels team and staff across the Library on web content projects to create new assets, redesign layouts, produce new content and redevelop existing content.
- Directed the implementation of online services and products, which included developing documentation, conducting training, and contributing to promotional activities.
- Developed and supported an online portal using Google Sites for staff to alert each other about changes or issues regarding services delivered in the reading room and online.

ELECTRONIC RESOURCES MANAGER | EBSCO

December 2008 – August 2011

- Implemented and customised products and services for clients and provided ongoing support to clients including management and maintenance to these products.
- Supported the Sales Department in tenders, trials and sales EBSCO's suite of access and management products and services including partner products.
- Researched and developed solutions for clients to streamline access to their resources.
- Participated in product development to ensure products and services continued to meet the needs of the Australian market.

E-RESOURCES CUSTOMER SERVICE COORDINATOR | EBSCO

August 2007 – November 2008

CALL CENTRE CAMPAIGN MEMBER | Health Services Union

May 2007 – January 2008

E-RESOURCES CUSTOMER SERVICE SPECIALIST | EBSCO

December 2005 – August 2007

ACHIEVEMENTS

2016 | Successfully developed new and updated existing content in preparation for the State Library of New South Wales' new website.

2015 | Awarded the *Service Award: Acknowledges open collaboration and knowledge sharing* at the State Library of New South Wales' yearly Staff Recognition Awards.

2012 | Won the *People's Choice for Most Potential* award at SheHacks (Girl Geek Sydney Hackathon) for *Learnioke* – a web application for people to learn new things by singing popular songs.

2012 | Successfully implemented and launched an online room booking system for the State Library of New South Wales' study rooms.

2010 | Working on the *Clinicians Health Channel Local Integration Project* – I received high praise from libraries, publishers and EBSCO management for my leading role in implementing integrated access to state-wide and local resources via an access and identity management system for Victorian health libraries.

2009 | Coordinator and launched an access and identity management system along with an ejournal listing service and link resolver for a state-wide organisation that had a potential 42,000 users in a single week.

2007 | Awarded *Most Improved Campaigner of the Month for June* at the Health Services Union.

2005 | Awarded *Most Acknowledged Customer Service Representative for Service* at EBSCO.

EDUCATION & TRAINING

GOOGLE ANALYTICS ADVANCED | May 2015

Loves Data

1 Day

GOOGLE ANALYTICS FUNDAMENTALS | May 2015

Loves Data

1 Day

WEB DEVELOPMENT IMMERSIVE | January – April 2015

General Assembly

12 Weeks | 480+ Hours

INTRODUCTION TO PROJECTS | March 2014

Australian Institute of Management

1 Day

EDUCATION & TRAINING CONT.

ADOBE PHOTOSHOP LITE | March 2014

City Desktop Training

1 Day

FRONT-END WEB DEVELOPMENT | January – March 2014

General Assembly

10 Weeks | 60+ Hours

ASSERTIVENESS TECHNIQUES | April 2013

Australian Institute of Management

1 Day

NEGOTIATION SKILLS | March 2013

Developing Potential Australia

1 Day

USABILITY IN PRACTICE 3 DAY CAMP | July 2012

Nielsen Norman Group








18 Certified UX Research Hours

SKILLS

Project Management | Analytics | Customer Service | Problem Solving | Writing for the Web |

Usability | Accessibility | Content management | HTML | CSS | Ruby | Ruby on Rails | Git | JavaScript

INTERESTS

-  Art
-  Coding
-  Learning
-  Film
-  Music
-  Reading
-  Travelling

REFERENCES

References are available on request.

LET'S TALK!

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