

# JULIA RYAN

## PORTFOLIO

### LINKEDIN

[linkedin.com/in/juliaryan](https://www.linkedin.com/in/juliaryan)

### GITHUB

[github.com/julia-](https://github.com/julia-)

### WEBSITE

[juliaryan.io](https://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 including 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 including 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.
- Delivered ongoing product support to clients including management and maintenance.
- Supported the Sales Department in tenders, trials and sales of EBSCO's access and management products and services including partner products.
- Researched and developed solutions for clients to streamline access to eresources.
- Took part 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 to help learn by singing songs.
- 2012** | Successfully implemented and launched an online room booking system for the State Library of New South Wales' study rooms.
- 2012** | Co-wrote and presented peer-reviewed paper *Mobilising patient care and research: remote and mobile access to clinical information resources via a state government portal* at VALA 2012.
- 2010** | Recognised by libraries, publishers and EBSCO management for my leading role in the *Clinicians Health Channel Local Integration Project* – 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 with a potential 42,000 users in a 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

### **DIPLOMA OF INFORMATION TECHNOLOGY** | July 2017–March 2018

Coder Academy  
25 Weeks

### **GOOGLE ANALYTICS FUNDAMENTALS & ADVANCED** | May 2015

Loves Data  
2 Days

### **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

HTML | CSS | Pug | Stylus | Ruby | Ruby on Rails | PostgreSQL | JavaScript | Express.js | MongoDB | React.js | Grunt | Git | Problem Solving | UI/UX Design | Usability | Accessibility | Problem Solving | Project Management | Analytics | Customer Service | Content management

## INTERESTS



Art



Coding



Film



Learning



Music



Reading



Travelling

## REFERENCES

References are available on request.

## LET'S TALK!

**MOBILE**

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