
Jerry Emanuel

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Library Experience

BRISTOL-MYERS SQUIBB, PLAINSBORO, NJ

Digital Asset Librarian, February 2013 – Present

- Supervised the Digital Asset Library from the ground up
- Defined metadata schema for the Digital Asset Library
- Responded to user needs, assisting with troubleshooting and creating “How-To” guides to improve system efficiency
- Responsible for cataloging, file versioning, and searching support for over 10,000 assets within the Digital Asset Library
- Collaborated with business partners to develop best practices

HOUSTON CENTRAL LIBRARY, HOUSTON, TX

Cataloging and Metadata Volunteer, April 2012 – July 2012

- Created original cataloging for scanned materials based on Library of Congress classification and Houston Central Libraries metadata schema
- Developed internal hierarchies for complex documents in ContentDM to reflect their internal divisions such as chapters and drafts
- Handled delicate archival materials from the Works Progress Administration
- Scanned, converted, and OCR'd original documents, creating PDF and TIFF files using the Adobe Creative Suite
- Performed batch processing in multiple programs, including batch conversions and uploads to ContentDM

VISUAL RESOURCES COLLECTION, RUTGERS UNIVERSITY, NEW BRUNSWICK, NJ

Assistant Manager, September 2010 – May 2011

- Performed quality control and image editing for the image archive using Adobe Photoshop; adjusted white balance, color balance, contrast and other image characteristics to improve image quality
- Provided weekly assistance and instruction to faculty on computer use, scanning and Adobe Photoshop
- Supervised 12 undergraduate employees responsible for scanning items into the image archive
- Learned PHP to update the existing internal website
- Managed the data load between individual computers, server space, and archival storage to ensure that files were available and appropriately organized

APPELLATE DIVISION LAW LIBRARY, ROCHESTER, NY

Assistant to Technical Services, October 2003 – May 2008

- Created, edited and linked records within the Horizon integrated library system
- Responsible for filing, updating and organizing library materials including archival materials and legal resources
- Performed hardware maintenance and software installs for library computers

Customer Service and Technical Experience

GEEK SQUAD, BEST BUY, SHARPSTOWN, HOUSTON, TX

Counter Operations Agent, January 2012 – August 2012

- Provided technical support and diagnostics to customers, establishing an ongoing relationship between the store and its clientele
- Generated, edited, and closed out item and service tags within multiple tracking systems
- Assisted the Home Computing department with sales and customer service

SUTHERLAND GLOBAL SERVICES, ROCHESTER, NY

Technical Support Associate, February 2009 – September 2010

- Provided extensive customer service over the phone and via instant messenger clients
- Delivered detailed and tactful customer education including tutorial lessons on software use
- Provided troubleshooting for networks, printers, cameras, and other external devices
- Walked customers through hardware installation and troubleshooting over the phone
- Consistently achieved high customer satisfaction, problem resolution, and efficiency metrics

Software Experience

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| • Adobe Creative Suite | • LogMeIn Rescue |
| • SPSS statistical package | • Aprimo Marketing Studio |
| • Screencasting via Jing, FRAPS | • BBflashBack & Morae for usability testing |
| • L ^A T _E Xdocument preparation system | • Microsoft Office ('07, '10) |

Technical Skills

- Proficient with HTML & CSS for web design
- Brief experience with Javascript, MySQL, and Microsoft Active Directory
- Experienced in providing in-person and mediated customer support, including tutorials, troubleshooting, and one-on-one instruction

Professional Development

- Enrolled in a Human-Computer Interaction course from Stanford University through Coursera.org
- Currently testing Morae and BBFlashBack usability testing software
- Attended ALA webinars on a variety of topics including cataloging and makerspaces within libraries
- Attended the Texas Library Association Annual Conference, 2012

Education

MASTER OF LIBRARY AND INFORMATION SCIENCE, 2011

Rutgers, The State University of New Jersey at New Brunswick

BACHELOR OF ARTS, PHILOSOPHY, 2009

State University of New York at Geneseo

Double major in Psychology

Professional Organizations

MEMBER, The American Library Association

MEMBER, The Texas Library Association

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