

## **Experience**

### **Independent Information Architecture Consultant**

August 2004 - Present

Provide information architecture and management consulting specializing in the evaluation and development of metadata, taxonomies, and search. Helping clients (in such industries as training & development, online media, executive recruiting) achieve their business goals through the effective structuring and management of information for websites and information systems.

Stanford University Graduate School of Business

### **Metadata Services Manager, Information Technology**

March 2001 – August 2004

#### *Management and Organization Development*

- Grew and developed team to support strategic decisions that involve information management. Trained team members in new processes and activities. Monitored and evaluated team member's professional growth. Developed goals and guidelines for operations and provide appropriate feedback to team members.
- Established relationships and opportunities for cross learning with counter-parts at other institutions and other parts of Stanford University.
- Applied appropriate resources to cross-functional teams to support project development and maintenance.
- Led efforts to establish guidelines for IT project development lifecycles for cross-functional departments.
- Planned and managed budget for department.

#### *Information Organization and Management*

- Led effort in the research, evaluation and selection of search engine software. Drafted business and technical requirements, established strategic and tactical project plans, and coordinate cross-functional teams. Establish search as a service for improving and optimizing information architecture and labeling of websites and systems.
- Conducted research and development of metadata standards for information systems.
- Provided strategic plans for long-term maintenance of information assets taking into account school and university information management policies, digital rights management, copyright, and rights policies.
- Led efforts for establishing business process and information policies for permissions management for applications and content.
- Researched, evaluated, and recommended tools and vendors that supported the implementation of information management applications.
- Led development plans for a business-subject taxonomy. Oversaw the development of the content management system's content metadata and catalog standards. Identified strategic needs for content management systems from the perspective of content classification, information management, metadata, and search.

AltaVista Company

January 2000- January 2001

### **Information Architect/Interaction Designer**

- Responsible for developing flow charts, project maps and other information visualization tools that facilitate an understanding of the information/navigation experience. Designed and conceptualized the creation of information on individual web pages.
- Provided consultation for taxonomy and category creation and reorganization.
- Reviewed user's task analysis; Developed a user interface taking into account a variety of factors from ease of way finding, information flow, and usability.
- Developed semi-functional prototypes of interactive designs.
- Collaborated regularly in cross-functional teams to define the architecture and user flow of web search solutions.
- Researched and evaluated competitive products and websites.

## **Education**

### **MS, Library and Information Science**

September 1998

University of Illinois at Urbana - Champaign

### **BA, English Literature**

September 1997

University of California at Irvine

Minor in Women's Studies

### **Certificate in Business Administration**

Fall 2006

University of California, Berkeley Extensions

Enterprise Information Architecture Seminar, Louis Rosenfeld, April 7 2005, San Diego, CA

Participated in internal management workshop, "Managing in the GSB Community" presented by Dean Bob Joss and Professor Jim Phills at Stanford University Graduate School of Business, January 31, 2002.

### **Computing Skills**

Software: Visio 5.0/2000, Microsoft Office 2000, Microsoft Project, Multi-Tes 6.0, Verity Ultraseek 4.x  
Content Management: Blue Martini EMS, Paperthin Common Spot 3.x, Moveable Type

### **Other Work Related Experiences**

Stanford University January 1999 – January 2000

#### **Academic Technology Specialist, English Department**

Developed websites and web tools for the English department faculty. Provided hands-on training and consultation in the use of new technology for instruction and research. Established course website templates for faculty. Instructed faculty in the use of web-based collaboration tools to support writing and critical thinking.

Innovative Interfaces, Inc. August 1998- December 1998

#### **Systems Librarian, Union Databases Systems**

Provided user support during new releases and upgrades. Conducted quality assurance testing of the integrated library system. Resolved open issues related to feature enhancements or problems.

### **Professional Affiliations**

Association of Computing Machinery

SIG CHI – Special Interest Group in Computer-Human Interaction

- CHI Annual Meeting (April 2002, Minneapolis, MN)  
Workshop Co-Coordinator on HCI & IA Deliverables. (<http://keith.instone.org/hci-ia-chi2002/>)
- CHI Annual Meeting (April 2001, Seattle, WA)  
Discussion Facilitator and SIG Co-Coordinator on Practicing Information Architect.  
(<http://keith.instone.org/practiceia/>)  
Keith Instone, Lisa Chan, Arnie Lund, Fran Arble, (November/December 2001)  
"Report from the Information Architecture SIG, CHI 2001", *SIGCHI Bulletin*, 10.

American Society for Information Science and Technology

SIG IA – Special Interest Group, Information Architecture

- Information Architecture Summit (March 2003, Portland, OR)  
Panelist, Tools for IAs(Taxonomy & Search Tools)
- Information Architecture Summit (March 2002, Baltimore, MD)  
Coordinator and Panel Moderator, IAs and Content Management.
- Information Architecture Summit (February 2001, San Francisco, CA)  
Executive Planning Committee Member and Panel Moderator.
- Annual ASIST Meeting (November 2000, Chicago, IL)  
Invited Panelist, Practicing Information Architect.

Founding Member, IA Institute - <http://iainstitute.org/pg/founders.php>

Contributor and Founding Staff, Boxes and Arrows – <http://www.boxesandarrows.com>

2002 21<sup>st</sup> Century Librarian Nominee - <http://21stcentury.syr.edu/2002/descriptions.html>

Library Coordinator Volunteer, Family Connections - <http://www.familyconnections.org/>