

David W. Talley

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Skills Summary

Online information management

(15 years)

Configure & manage web content management technologies - HTML, CSS, WordPress, Drupal, DotNetNuke, Sharepoint, Google Search Appliance, Urchin/Google Analytics

Structure information for online delivery: information architecture, web user experience, metadata structures - Dublin Core, Semantic Web/RDF, XML/XSL-T

Guide content strategy & messaging - Online editorial, social media, media formats & streaming

Instruction & user support

(10 years)

Research, structure, & create documentation process, project, technical

Train technically naïve users

Proactive stakeholder communication - Answer queries, debug issues, respond productively in person or via phone or email

Project management – IT & publishing

(15 years)

Interview stakeholders, gather requirements, map system interactions

Draft functional requirements, test plans, other project documentation in collaboration with SMEs - Confluence/JIRA

Break down tasks, map task & data flows - MS Visio, flowcharts, IPO charts, Gantt charts

Develop project schedules, track & report performance - Custom Excel spreadsheets, MS Project, Team Foundation Server

Manage vendor relationships

Communicate continuously with stakeholders - One-to-one, one-to-many, many-to-many

Soft Skills

Writing & editorial - all materials

Research & functional documentation

Attention to detail

Proactive problem solving

Productive interaction - remote & in person - with project colleagues & stakeholders across varying perspectives

Professional Experience

February 2016 to the present

Business Analyst Lead

Lyons Consulting Group

Chicago, Ill. (working remotely from Syracuse, NY)

June 2013 to January 2016

Senior Business Analyst

LiveAreaLabs

Seattle, Wash.

Discover & document business process requirements for world-class e-commerce initiatives

Author, organize, & revise functional, technical, & process documentation in a JIRA/Confluence environment

Collaborate with UX and visual designers plus technical architects and developers for optimal user experience in complex online environments

Interact productively & continuously online & in-person with agency colleagues & client representatives, including training of new users

Supervise three direct reports

Research & monitor the functional & technical capabilities of Salesforce Commerce Cloud (formerly Demandware) software in relation to project functional requirements

January 2012 to present

Website Manager (Consultant)

Linked Data for Professional Educators

<http://explore.dublincore.net>

IMLS grant-funded project to build a discovery tool for learning resources on linked data, organized and accessed by competencies learners should master [\[more information\]](#)

Admin WordPress multi-site instance - research & install plug-ins, manage & customize display theme, manage users, etc.

Design user interactions and coordinate with contract technical resource to build custom WordPress plug-ins for new functionality

Collaborate productively with remote colleagues & represent the project in public

October 2011 to June 2013

Contract UX & Web Support

BlueNile.com (e-commerce)

ProgrammableWeb.com (web API directory)

September 2000 to May 2011

Enterprise Content Architect

American Water Works Assoc.

Denver, Colo.

Managed multiple web content management & intranet/document management platforms

Configured & admined Google Search Appliance for effective information access across varied and highly technical content

Led information architecture & UX across public websites, e-commerce, intranet

Maintained display layer production code (HTML/CSS)

Performed business process analysis & interaction design, back office & web

Created process documentation & provided user training/support

Established & maintained successful relationships between users & IT staff

Education

August 2012

Master of Library & Information Science

University of Washington iSchool

Seattle, Wash.

Cumulative GPA: 3.89

Beta Phi Mu LIS Honor Society

Emphasis on knowledge organization, information architecture, metadata, interaction design

Project participant with Dublin Core leadership for IMLS-funded Learning Linked Data project, Feb.-Sept. 2012

Selected Publications:

Talley, D., A. Evans, J. Chapman, M. Crandall, S. Sutton (2016). Loosely Coupled Metadata Repositories for Discovery of Linked Data Learning Resources. Poster at Dublin Core Metadata Summit, Copenhagen, Denmark, Oct. 2016.

Learning Linked Data, managed discussion at LITA Library Linked Data Interest Group, ALA Midwinter Conference, Seattle, Wash., Jan. 2013.

Learning Linked Data: A platform of instructional resources, poster session, UW iSchool Research Fair, Seattle, Wash., Nov. 2012.

A process documentation model for DCMI, SIGDOC 2012, Seattle, Wash., Oct. 2012.

"Lost in the Computer," Colorado Libraries 19, no. 3 (Fall 1993), pp. 8-12

May 1980

Bachelor of Arts, Liberal Arts

St. John's College

Santa Fe, N.M.

Rigorous, seminar-style studies of the classics of Western philosophy & literature

Professional Seminars

Google Search Appliance admin, March 2009

Business process/project mgmt., Oct. 2007, July 2006, Nov. 2005

XML/XSLT applications, June 2006, May 2005