Elisabeth A. Riba

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Creative and energetic problem solver who enjoys fast-paced challenges. Exceptionally talented in information retrieval. Adept at quickly learning and troubleshooting technology. Over ten years of increasing responsibilities in improving user experience. Master's in Library & Information Science

Problem Solving

- Acted as informal information broker for worldwide CommunityBuilders group which included members and managers of IBM Research. Became principal subject matter expert on searching
- Redesigned Lotus product design methodology to improve compatibility and increase customer satisfaction by generating ideas on process, researching competitors, and compiling comparison charts of comparable features across our product line
- Became authority on the most complex subsystems of products, including internationalization and cross-platform scheduling interoperability. Uncovered, diagnosed and resolved technical problems in these areas. Final product won numerous industry awards
- Flew to Minneapolis on one day's notice to resolve site-wide interoperability problem for a major customer
- Migrated supervisory group to mandated call tracking software by writing documentation and providing hands-on assistance. Manager called our team's transition smoothest, timeliest and best informed

User Experience

- Defined design from ground up for real-time instant messaging multilingual translator under aggressive schedule and with limited resources. Worked with an international team that had never used a designer before. Completed all specifications ten days ahead of schedule
- Ran all phases of usability testing single-handed on collaborative document library program. Produced a 33 page report detailing design problems and providing suggested solutions, which have been incorporated in subsequent releases of the product
- Worked weekends to deliver web portal interface design within one month under extremely tight deadlines, enabling team to ship on time
- Submitted proposal for new features to management which became Organizer Web section

Communication

- Consistently praised by managers for actively sharing information
- Wrote end-user online help for a short-staffed project which had no technical writer. Volunteered in addition to my regular duties so project could meet externally-imposed deadlines
- Wrote 13 page internal document educating entire department on international issues in software and how to test them. I was complimented for the team's elevated understanding of globalization
- Wrote over 50 documents codifying technical best practices for other support specialists and for customers, published on CD-ROM and on the World Wide Web
- Trained technical support department on database connectivity and interoperability issues, enabling them to resolve technical problems for users
- Co-authored "ODBC: Windows to the Outside World," presented at national SAS conferences

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WORK HISTORY

2003 — 2004 Inmagic, Inc.

Inmagic Inc. is a global provider of information management software and services for businesses and special librarians.

2003 — 2004 **Product Support Professional, Level 2**
Provided technical software support to customers by telephone and e-mail

1991 — 2002 IBM *(formerly Lotus Development)*

IBM is involved in the creation, development and manufacture of information technologies, including computer systems, software, networking systems, storage devices and microelectronics.

2000 — 2002 **Staff Software Product Design Professional**
Designed and evaluated user interaction and ease of use for various software products

1997 — 2000 **Systems Quality Engineer III**
1995 — 1997 **Application Quality Engineer II**
Planned and executed test strategies for Lotus calendaring and group scheduling software, primarily the Organizer family of products

1994 — 1995 **Senior Technical Support Analyst**
1992 — 1994 **Technical Support Specialist**
1991 — 1992 **Associate Technical Support Specialist**
Provided technical software support to internal and external customers

EDUCATION

Master of Science in Library & Information Science
Simmons College, Boston, MA
Focused on corporate librarianship, competitive intelligence, knowledge management, information design, taxonomy

Bachelor of Arts in Creative Writing with Computer Science minor
Brandeis University, Waltham, MA

Certified Lotus Specialist: Domino System Administration and Notes Application Development

Attended LITA National Forum, Fall 2002

Attended Conference on Universal Usability, Fall 2000

Attended User Interface 2000 Conference, Fall 1999