

JESSICA JUNE TEETER

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SUMMARY OF QUALIFICATIONS

Trained in Library and Information Science at an ALA accredited program; over 10 years records management, web development, and editorial experience. Self-motivated with proven ability to work well in a team setting. Technical experience includes: HTML, XML, CSS, SQL, Microsoft Office suite, Microsoft Project Server, Visio, Oracle (order management, service contracts, and inventory modules), Millennium ILS, CVS, Perforce.

EXPERIENCE

Stanford Hospital & Clinics Health Library

Library Volunteer 2010 – present
Provide front-line reference services at the library facility inside the Stanford Cancer Center. Assist with walk-in and email reference requests, monitor public computer use and provide support, respond to phone and fax inquiries.

VMware

License Compliance Support 2009 – present
Create and manage records for the License Compliance program, including documentation and templates. Pull, cross-reference, and track customer data from multiple sources, leveraging internal and external databases and online resources. Design templates for interdepartmental and customer communication, and produce and publish program outreach content for internal use.

Santa Cruz Public Library

Technical Services Intern Fall 2008
Classified and published local history postcards collection to the web, cataloged newspaper articles for the online Local News Index, assisted with library site redesign. Converted Paul Tutwiler's book, *Santa Cruz Spirituality*, into HTML for inclusion in SCPL's online Local History Articles section.

Innovative Interfaces, Inc.

Product Management Intern Spring 2008
Assisted Product Management team with creation of requirements documents, market research reports, and product testing; acted as liaison with the CRM development team. Edited the example set web pages for the Millennium 2007 release, updating the design and fixing formatting issues found during testing.

VMware

Senior Web Producer 2006 – 2007
Responsible for maintenance of beta and download areas of the web site, including creation of new content, layout, and design elements. Scoped development specifications for new web projects, including information architecture, navigation, coding, usability, and QA.

Senior Project Manager and Business Analyst 2004 – 2006
Managed both short and long term web and IT projects from initial problem statement through solution design, development, testing, and release. Worked closely with requesting departments to develop comprehensive requirement documentation, with development teams to design solutions to meet those requirements, and with QA to develop accurate test plans. Core team member of project to drive replacement of home grown order system with Oracle Order Management, with responsibilities including initial discovery investigation, requirements gathering and documentation, development coordination, customer workshops, and customer training.

Web QA Engineer 2000 – 2004
Performed quality assurance and release coordination for all dynamic portions of the VMware web site, including the external store, internal ordering system, customer support, product evaluations, and downloads. Maintained release schedule, tested site functionality, engineered release builds. Managed and trained additional QA staff. Worked closely with Marketing and web development teams to ensure consistent online presence. Collaborated with Marketing to test and release two major site redesigns

HomeWarehouse.com

Associate Producer 1999 – 2000
Worked with Design, Engineering, Business Development, Merchandising and Marketing departments to create and produce content for company web site, partnerships, and advertising needs. Developed and maintained production schedules while managing writers, editors, designers, knowledge sources and engineers in the production of animated and illustrated content.

Assistant Producer 1999
Researched, wrote, and produced consumer content. Edited catalog descriptions and marketing copy. Assisted with image processing and general QA of the catalog and web site.

Books That Work, a subsidiary of Sierra Online

Content Coordinator 1998 - 1999
Researched and edited product content; composed and edited product text. Trained and supervised contractors and temporary employees. Wrote and edited internal documentation. Managed, maintained, and troubleshooted two Access databases (1500 records). Conducted and documented user testing for a children's software product.

EDUCATION & TRAINING

Santa Clara University
Bachelor of Arts in English
Bachelor of Arts in Theatre and Dance
1996

San Jose State University
Master of Library and Information Science
2009