

REBECCA ANNE KARLIS

info@rebeccakarlis.com | rebeccakarlis.com

PROFESSIONAL EXPERIENCE

Tweddle Group, Clinton Township, Michigan

August 2016-April 2018

Writer

- Developed instructional video scripts for the automotive consumer market.
- Researched the client's new model features and verified accuracy of existing and new content against source material from the OEM's engineering, communications, and sales production materials.
- Maintained records of ongoing communications with contacts at Nissan's Technical Service Information group.
- Assisted producers, video editors, sound editors, and photography with ensuring content accuracy.
- Met fluctuating project timelines in a deadline driven environment.
- Introduced new efficiencies in our processes by identifying and eliminating waste.

Kelly Services, Troy, Michigan (Contract/General Motors)

July 2015-August 2016

Information Services Analyst

- Supported electronic services, reference, circulation, and cataloging for the internal global General Motors eLibrary.
- Provided research assistance by request for trends in automotive innovation, patent and trademark information, scientific literature, and technical engineering standards.
- Maintained electronic access to content and announcements on GM eLibrary SharePoint website.
- Copy cataloged print materials and maintained internal cataloging standards for Research and Development reports from multiple global sites.
- Maintained regular communications with vendors.
- Led occasional library orientation sessions for new R&D employees.
- Coordinated supplier-provided training sessions for employees globally.

Marygrove College, Detroit, Michigan

September 2013-July 2015

Reference & Electronic Services Librarian

- Managed electronic resources subscription spending.
- Created documentation for maintaining both administrative and user access to databases and electronic services, including introducing guest management software.
- Managed oversight and troubleshooting of the proxy server for off-campus access.
- Developed information architecture and custom CSS styling for LibGuides research subject guides.
- Supported student research and instructed students on database search strategies at the reference desk.
- Led information literacy instruction sessions for students to gain comprehensive research skills.
- Collaborated with vendors to configure access to the library's electronic resources.

Marygrove College, Detroit, Michigan

June 2012-August 2013

Reference & Instructional Services Librarian

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- Supported student development of research skills by leading information literacy instruction sessions and providing reference desk research services.
- Planned and led library events with event committee.
- Provided first-line technical support for library computers and peripheral devices.
- Designed marketing brochures, pamphlets, flyers, and signage for events and services.

Troy Public Library, Troy, Michigan

November 2011-June 2012

Adult Services Librarian/Technology Librarian

- Provided reference, reader's advisory services, and technology support for adult and teen library patrons.
- Supported patrons in setting up personal e-readers, tablets, and smartphones for use of Overdrive ebook software.
- Assisted with providing computer classes for Microsoft Office.
- Maintained the collection of large-print materials.

Southfield Public Library, Southfield, Michigan

October 2011-June 2012

Computer Assistant

- Assisted patrons with troubleshooting software, hardware, and internet issues.
- Responsible for assigning computer guest passes and logging user information into MS Access database.
- Assisted patrons with use of fax machines, copiers, and print station, and e-reading devices.

Wayne State University, Detroit, Michigan

January 2010-August 2011

Graduate Student Assistant/Reference

- Provided library reference services to undergraduate students, community members, graduate students, and faculty.
- Assisted with co-teaching several instruction sessions for undergraduate courses.
- Provided light technical support to patrons in copier use, email and course management technologies, and occasional software support.
- Assisted with the scheduling of new Graduate Assistants.

Hyatt Place, Utica, Michigan

March 2009-November 2009

Gallery Host

- Provided customer service at the host stand (front desk) of a 125-room hotel, including checking guests in and out, making individual, corporate and group reservations, as well as conducting facility tours for future group sales.
- Responsible for multi-tasking across a variety of service-oriented roles to ensure customer satisfaction and to support hotel operations.
- Acted as local guide by recommending and providing directions to stores and restaurants.
- Improved customer service operations by developing print guide for local attractions and creating file organization for existing customer service desk materials.

Starcom Worldwide, Chicago, Illinois

April 2007-September 2007

Media Associate

- Researched and coordinated national media buy for Sara Lee's Ball Park Hot Dogs television and print advertising flights.

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- Established and maintained relationships with vendors for future partnerships.
- Prepared presentations for presentation by management to client.

Links Hall, Chicago, Illinois

September 2006-December 2006

Marketing Intern

- Aided in office operations by maintaining calendars, patron database, taking reservations for workshops, and answering phones.
- Assisted running booth and represented organization at Spotlight on Chicago networking event for arts organizations.

Gap, Chicago, Illinois & Sterling Heights, Michigan

November 2005-March 2007

Sales Associate

- Provided knowledgeable customer service and assistance to customers of Gap, Gap Body and Baby Gap.
- Maintained stores display and stock, implemented continually updating merchandising plans by reorganizing store product and displays.

Solomon Friedman, Bloomfield Hills, Michigan

August 2005-September 2005

Public Relations and Promotions Intern

- Ran movie screenings and provided reports to film studios on audience response.
- Coordinated with consumer target related local businesses to distributed promotional materials.

FREELANCE PROJECTS

Berrien County Bar Association, Saint Joseph, Michigan

August 2014-January 2015

Consultant

- Responsible for review and analysis of website functionality issues.
- Created documentation of technical issues and coordinated with CMS technical support to resolve malfunction of database and updated content directory database records.
- Established BCBA's direct line of contact with support for future support issues.

Kotz Sangster Wysocki, P.C., Detroit, Michigan

April 2014-December 2014

Website Administrator

- Managed website including creating new attorney profiles, webpage content updates, JavaScript sprites for navigation bars, and html code for new web pages.
- Updated cross-listings across website for new profiles.
- Optimized cleaner code for future edits.

EDUCATION

Master of Library and Information Science

2011

Wayne State University, Detroit, Michigan

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Bachelor of Arts in Advertising
Bachelor of Arts in Sociology
Michigan State University, East Lansing, Michigan

2005
2005

CONTINUING EDUCATION

“Introduction to Database Systems”, CIS 1200
Oakland Community College
Royal Oak, Michigan, Spring/Summer 2014

“Taxonomies and Controlled Vocabularies”
Simmons College Graduate School of Library and Information Science
Boston, Massachusetts (online), December 2012

PROFESSIONAL ASSOCIATIONS

- **Information Architecture Institute** 2014-2015
- **Michigan Academic Library Association** 2015
- **American College and Research Libraries** 2009-2010; 2012-2015
- **American Library Association** 2009-2015
- **MSU Advertising Association** 2004-2005

TOOLS AND TECHNOLOGIES

Mastery:

Windows OS/ Mac OS
MS Word
MS Excel
MS PowerPoint
MS OneNote
MS Outlook
MS Publisher
ProQuest/Serials Solutions
360 Link (administration)
Millennium ILS
LCA/Trisoft

Proficiency:

Linux (Debian/Ubuntu)
Adobe InDesign
MS Project
MS Visio
Adobe Dreamweaver
SublimeText 2
Joomla!
Drupal
SharePoint
Polaris ILS, Horizon ILS
EZProxy
CSS3/HTML5

Working knowledge:

Adobe Illustrator
Adobe Photoshop
SQL
JavaScript, Bash, Sass