KNOWLEDGE ASSET & CONTENT MANAGEMENT

Information management professional dedicated to management of enterprise-wide content, internal records and knowledge assets to preserve their long-term value for the organization

SUMMARY OF QUALIFICATIONS AND CONSULTING FOCUS

Knowledge and Information Systems

Knowledge Audits Corporate Information Intranet Strategic Planning

Enterprise Knowledge & Content Mapping

Search System Evaluations & Selection

Records & Information Content Analysis

Taxonomy Planning & Development

Business Systems Integration

Intellectual Capital Planning for Startups

Selected areas of accomplishment:

- Founded and managed a software firm (1980-2001) developing advanced database applications for corporate and government information and content management, and search

- Develop a successful customer service operation with high ROI, excellent customer retention and high satisfaction

- Developed innovative uses of state-of-the-art DBMS technology for rapid development of applications including thesaurus/taxonomy development, content metadata capture, search & retrieval targeting for internal and external research reports, government documents, intellectual property and business documents, and multi-media

- Wrote a book on the application of DBMS and 4GL technologies for development of records and information resource management systems for enterprise search and retrieval, Data Bases for Special Libraries: A Strategic Guide to Information Management, Greenwood Press, 1991.

- Designed numerous custom database solutions for diverse and unique text resources, enabling efficient conversion of records from paper systems to structured, digitized full text and image retrieval systems

- Consulted, advised and defined software architecture, and implementation supporting over a hundred corporate and professional services firms of all sizes, and government agencies primarily in the area of knowledge and content management, search and thesaurus (taxonomy) development

PROFESSIONAL HISTORY

LWM TECHNOLOGY SERVICS, Harvard, MA   **2002–Present**

KNOWLEDGE AUDIT AND INFORMATION SYSTEMS DESIGN CONSULTANT

- Conducts enterprise-wide audits of existing information internal content, access and storage needs; designs intranets for improved enterprise search and retrieval

- Analyzes organizational structure and business objectives; recommends business and technical reports content management policy and processing improvements

- Conducts user surveys in scientific and technical research organizations to establish frameworks and design of search and taxonomy systems

- Audits information technology and available human resources for information content management to facilitate collaboration among IT, scientific/technical and business units

- Builds communities of collaboration among responsible units and individuals to insure consistent, comprehensive and reliable practices with the goal of leveraging existing human and technology resources to maximum business advantage

- Advises small-medium enterprises on practices to leverage knowledge assets, IP preservation, building effective and efficient customer services operations, and customer relationship management

GILBANE GROUP A DIVISION OF OUTSELL, INC., Cambridge, MA   **2007–Present**

SENIOR ANALYST AND CONSULTANT

Currently writing a blog for the Gilbane Group, ***Enterprise Search***

Currently an "Affiliate" analyst and consultant to enterprises, and search vendors

Lead analyst, Enterprise Search, 2007 – 2008 (24 months) responsible for Gilbane Conference "search" tracks, presentations and workshops, wrote vendor sponsored report, *Enterprise Search Markets and Applications*, developed and presented webinars for search vendor clients

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INMAGIC, INC., Woburn, MA, Director   1999–2001

- Coordinated business integration of product and business operations into company structure (contracting, invoicing, development, sales and support) following Inmagic acquisition of BiblioTech PRO software assets.

- Defined knowledge asset policies, retention of business and technical documents, and established database maintenance procedures for ongoing records management of merged business operations.

- Ensured compliance with maintenance, service contracts, and OEM customer support contracts; established processes for ongoing business relationship management and wrote supporting procedures documentation.

COMSTOW INFORMATION SERVICES, INC. Harvard, MA, President & Founder, Software Company, 1980–2001

- Established consulting practice in the energy and materials sciences industries specializing in information asset organization, and knowledge sharing strategies using off-the-shelf automation.

- Performed a liaison role between DBMS firm and clients (Polaroid and Digital Equipment Corp.) developing custom corporate applications on VAX/VMS for records and information management.

- Defined architecture of integrated library system, providing unique functions for records management, serials, text analytics, document & patent management, and custom taxonomies. Commercialized BiblioTech® software. Acquired BiblioTech ownership (1984); developed UNIX, client-server, and Web-based applications.

- Developed indexing processes and taxonomies for international energy exploration firm to manage internal documents; devised categorization and indexing system for a federal energy laboratory at a university.

- Developed specifications for data conversion/data normalization of SAE papers and documents for recurring upload to proprietary database of the library at Ford Motor Company. Subsequently, worked with Ford to identify imaging and OCR options to index decades of paper engineering drawings and make them retrievable directly from on-line catalog system. Qualified potential options and executed a proof of concept on text retrieval and image display concept for further development.

- Provided defense agencies and contractors with processes for tracking and auditing classified records in one system. Defined and supervised development of process for automating control of classified documents to meet DoD requirements.

- Supported automation processes at pharmaceutical companies for tracking documents to meet FDA filing requirements for new drugs. Sustained 15+ years of product enhancements to BiblioTech to assist customers' with meeting FDA obligations.

- Conducted a knowledge audit for a biotech firm to guide strategic human resource hiring and allocation to meet business goals. Audit concluded with recommendations, accepted by the VP Human Resources and approved by the CEO.

UNIVERSITY OF RHODE ISLAND, Graduate Library School, Kingston, Instructor, Summer Sessions, 1981 - 1982

ARTHUR D. LITTLE, Cambridge, MA, Information Specialist and Consultant, Energy Economics Group, 1978–1980

UNION CARBIDE CORPORATION (CARBON PRODUCTS DIV.), Cleveland, OH, Technical Librarian, Technical Information Services, 1974–1978

EDUCATION

Master of Science in Library and Information Science, Southern Connecticut State University

Bachelor of Arts, Framingham State College, Framingham, MA

One Year at Bouvé College, Tufts University

Undergraduate courses at Cleveland State University in Chemistry, Technical German and Calculus

[Selected Publications, Presentations, and Press Coverage](#)