

# RACHAEL GILG

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*Web developer and project manager with over 10 years of experience creating websites for higher education, libraries & archives, membership organizations, and non-profits.*

## SKILLS & EXPERIENCE

### Web Development

- Designing and developing interactive, media-rich, responsive, standards-based websites.
- Developing with HTML, XML CSS/SASS, JavaScript / jQuery, PHP, MySQL, and more.
- Customizing and deploying content management systems in Drupal 6 & 7, WordPress, Expression Engine, and more.
- Producing media for online delivery, including video and audio editing, encoding, streaming, captioning, and online player customization.

### Technical Project Management

- Translating stakeholder objectives into user and business requirements.
- Planning and managing project scope, schedule, resources, and budget.
- Leading cross-functional teams of content experts, designers, and technical staff.
- Implementing project collaboration and tracking tools.
- Producing training materials such as user manuals and screencasts.
- Ensuring digital products meet quality, accessibility and security standards.

### User Experience Design

- Conducting user research using surveys, user personas / stories, card sorts, focus groups, etc.
- Developing sitemaps, wireframes, task flows, mockups, and other UX design deliverables.
- Conducting formative evaluation and usability testing of websites.
- Structuring content for search engine optimization and accessibility best practices.
- Developing and tracking site performance metrics using web traffic analytics and other data.

## EDUCATION

### **Bachelor of Arts, English and Anthropology**

**08/1993 – 05/1997**

Rice University, Houston, Texas

### **Master of Science, Information Studies**

**08/2003 – 05/2005**

The School of Information, The University of Texas at Austin, Austin, TX

- 2003-2004 Recipient of Sam G. Whitten Endowed Presidential Scholarship
- Coursework emphasis on information architecture, usability engineering, and digital libraries.
- Capstone project: designed and developed an accessible, interactive, e-learning training website for the Mentor program at the Texas School for the Blind and Visually Impaired.

### **Professional Development Course in Project Management**

**2007**

Professional Development Center (PDC), The University of Texas at Austin

## WORK HISTORY

### **Projects Manager & Web Architect**

**12/2010 – 07/2016**

Center for Open Educational Resources and Language Learning (COERLL), The University of Texas at Austin

Managed a portfolio of educational technology projects within a grant-funded center focused on the creation of digital resources for the study of world languages. Led cross-functional teams on web development projects and acted as technical lead on the customization of content management systems and coding of new websites.

- Successfully initiated, developed, and launched over 30 educational technology projects funded by a Foreign Language Resource Center grant from the Department of Education.
- Co-authored a winning grant proposal to develop and launch a Spanish video archive with innovative tools for language teachers (<http://www.spintx.org>); presented the project at multiple conferences and received a Plenary Award at a national conference for language learning technology (IALLT 2013).

### **Interactive Developer**

**10/2008 – 05/2010**

Texas Language Technology Center, College of Liberal Arts, The University of Texas at Austin

Designed and developed media-rich educational websites and learning content, including information design, programming, video production, testing, project management, content development tracking, training, etc..

- Developed and launched online professional development modules for language educators (<http://coerll.utexas.edu/methods>), which involved coordinating the work of production staff and 12 faculty contributors while acting as project technical lead.

### **Webmaster**

**08/2006 – 01/2008**

Information Technology Services, The University of Texas at Austin

Developed and maintained multiple large websites, provided strategic direction for departmental web services, ensured that websites met all targeted quality and accessibility standards, and supervised technical staff.

- Redesigned and relaunched the U.T. Austin Information Technology Services (ITS) departmental website (<http://www.utexas.edu/its/>): led the team in applying a user-centered design process, migrated static content to a content management system, and implemented the new design and templates for content creators.

### **Digital Archives and Web Content Manager**

**06/2005 – 07/2006**

The Archives of the Episcopal Church USA, Austin, TX

Planned and developed websites, online databases, and web applications to manage and provide access to the print and digital media collections of a national church archives.

### **Operations Manager , Die Products Consortium**

**05/2002 – 07/2006**

Dynalog Systems, Inc., Austin, TX

Managed day-to-day operations of an international consortium of microelectronics companies: developed website and intranet, supervised administrative staff, and planned an annual international technical conference.

### **Reader Consultant / Reader Consultant Supervisor**

**12/1998-05/2002**

Talking Book Program, Texas State Library & Archives Commission, Austin, TX

Promoted to Supervisor after two years as a Reader Consultant. Hired, supervised and trained a team providing library services to patrons of a statewide library program for blind and visually-impaired residents of Texas.