

RACHAEL GILG

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Web development professional with over 12 years of experience creating and managing websites for businesses, non-profits, educational institutions, libraries & archives, and membership organizations.

SKILLS & EXPERIENCE

Web Development

- Designing and developing responsive, standards-based websites and web applications.
- Custom coding of websites with HTML5, CSS/SASS, JavaScript / jQuery, PHP, MySQL, XML/XSLT, and more.
- Deploying content management systems using Drupal, WordPress, and more.
- Integrating tools, services, and APIs for e-commerce, CRMs, social media, streaming media, analytics and marketing, etc..

Web Project Management

- Translating business objectives into technical requirements.
- Managing web development projects, including redesigns and data migrations.
- Leading cross-functional teams of content experts, visual designers, and technical staff.
- Ensuring websites meet quality, accessibility, and security standards.
- Developing and tracking site performance metrics using Google Analytics and other tools.

UX Design and Evaluation

- Conducting user research through surveys, user stories, card sorts, focus groups, etc..
- Developing sitemaps, wireframes, task flows, mockups, and other UX design deliverables.
- Applying UX design patterns for flexible sites that support all user devices, including mobile.
- Conducting formative evaluation and usability testing of websites.
- Structuring content for search engine optimization and accessibility best practices.

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 media design.
- Capstone project: designed and developed an accessible, interactive, e-learning 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

Web Development Consultant

01/2008 – present

Developed websites and provided technical consulting to universities, businesses, and non-profit organizations.

Projects Manager & Web Architect

12/2010 – 07/2015

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. Acted as technical lead and oversaw the work of cross-functional teams on web and digital media development projects.

- Successfully initiated, developed, launched, and maintained over 30 educational technology projects funded by \$1.4 million in grants from the U.S. Department of Education and other organizations.
- Migrated the Center's main website (<http://www.coerll.utexas.edu>) to a responsive Drupal 7 site, and developed dozens of websites built with Drupal, WordPress, and custom HTML, CSS, JavaScript, and PHP.

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..

- Acting as project manager and developer, launched online video and text-based professional development modules with 12 faculty contributors (<http://coerll.utexas.edu/methods/>).

Manager, Web Services

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 applying a user-centered design process and migrating hundreds of pages of static content to a CMS.

Digital Archives and Web Content Manager

06/2005 – 07/2006

The Archives of the Episcopal Church USA, Austin, TX

Designed 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

Provided library services to patrons of a statewide library program for blind and visually-impaired residents of Texas. Promoted to Supervisor after two years and hired, trained, and supervised a team of Reader Consultants.