

# Donald G. Dennis

219 Lewis St . Canastota, NY 13032

Cell: 405-204-1331

E-mail: donalddennis@gmail.com

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## EDUCATION

MS Library & Information Science, Syracuse University, Syracuse NY (May 2007)

Candidate CAS Digital Libraries, in progress, Syracuse University, Syracuse NY (May 2007)

- Focused on Digital Libraries and information architecture
- Internship at the SUArt Galleries to develop Digital Collection and best practices documentation outlining digitization priorities and protocols

BA in Graphic Design, 1995 University of Central Oklahoma, Edmond, OK.

## PROFESSIONAL ACTIVITIES

- ALA TechSource Gaming, Learning, and Library Symposium, "Building a Game Program" presenter (July 2007)
- Syracuse University Special Library Association Officer 2006
- Co Author for ALA Poster session "Corporate Sponsorship in Libraries" ALA 2006 Annual Conference
- Member of ALA,
- Member SLA, Upstate NY & Oklahoma Chapters, Information Technology Div, Museum Arts & Humanities, Div,

## WORK EXPERIENCE

### Syracuse University

August 2005- Current

#### SUArt Gallery Web Master, Digital Archivist, Graduate Assistant, Intern,

- Create digital images of high risk art to enable digital access and preservation
- Developed Best Practices documentation outlining digitization priorities and protocols
- Designed and maintained Web Site

#### I-Lab Consultant

- Assisted both student and faculty with presentation equipment, computers, software, and facility issues
- Crafted documentation for staff and faculty to use when creating self-paced technical learning modules

### Globe Life

July 2002- August 2005

#### Customer Service, Web Master,

- Managed, updated, and provided content for the Customer Service intranet
- Responded to customer questions and concerns on the phone
- Trained new Customer Service representatives

### Aerospace America

November 2001- June 2002

#### Web Master

- Updated and maintained the Aerospace America 2002 Web site

### Green Knight Publishing

January 2001- October 2001

#### Product Line Developer, Convention Organizer, Office Manager, Lead Customer Service Representative

- Developed print products for company and reviewed external submissions
- Recruited and managed dozens of contributors, including Artists, Copy Editors and Authors
- Organized and created promotional material for major convention/tradeshow appearances

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## **Iron Crown Enterprises (ICE)**

June 1995- September 2000

### **Brand Manager, Supervising Game Developer, Producer, Web Master, Graphic Designer**

- Managed a large variety of contributors, including Art Directors, Artists, Editors, and Authors, to develop and publish print products
- Organized major convention and tradeshow appearances, including overseas events
- Developed introductory product presentations for use by staff and volunteers
- Designed and developed a comprehensive and accessible Web site for company
- Created an online catalog of over 200 products, including descriptions and supporting images
- Maintained and expanded volunteer support community and demonstration teams

## **Hertz Worldwide Reservations**

January 1990 - December 1992

### **Associate Supervisor, Agent Trainer, Reservation Agent**

- Fielded incoming customer inquiries and resolved customer complaints
- Supervised over 30 reservation agents on a daily basis
- HR responsibilities; including improvement plans for, and dismissal of, problem subordinates

## **SKILLS**

- Excellent communication skills, in person, over the phone, in print, and by e-mail
- Aptitude for complaint resolution and problem solving
- Strong organizational and team building skills
- Comfortable with word-processing, graphic design, sound editing, and publishing software on both PC and Mac platforms

### **Publishing and Document Presentation Skills**

- Project management and development
- Trade dress creation, including page layout, and graphic design focusing on suitability to task and ease of comprehension by the end user
- Art direction for the purposes of graphically enhancing text content with suitable images to promote clarity of intent or enhance thematic impact

### **Web and Media Skills**

- Web site creation and management, both in informational and e-commerce contexts
- Podcast recording, editing, and development
- Information Architecture evaluation and implementation

### **Event Organization Skills**

- Event planning, seminar scheduling, and content balancing
- Onsite management, troubleshooting and complaint resolution
- Publicity
- Vendor recruitment and relations

*Additional Information and References Available on Request*