

LOUIS TONG

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QUALIFICATIONS SUMMARY

Over 20 years of information management experience, specializing in:

- Web content management and taxonomy
 - Information architecture, user interfaces, and web usability
 - Training and development
 - Library services and operations
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PROFESSIONAL HISTORY

7/2009 - present: Dell Inc. on behalf of Aquent, Round Rock, Texas

Large Enterprise Taxonomist/Metadata Librarian (contract position)

- Managed keyword lists for Large Enterprise (LE) social media listening projects
- Developed web taxonomy and information architecture for LE web sites with multiple stakeholders and business segments
- Worked with Global Online and Content Assistance Teams to ensure compatibility with SharePoint CMS and existing taxonomies
- Project management for LE web site transformations

1998-2009: Halliburton Company, Houston, Texas

Web Content Administrator & Taxonomy Specialist (1999-2009, Corporate Marketing)

Please see this link for additional information & illustrations: <http://www.louistong.com/hal.htm>

- Developed and managed web taxonomy for multiple metadata-driven company web sites (internet and intranet)
- Participated in the design and migration of company web sites from static to CMS-based and dynamically-driven ones, using Interwoven *Teamsite* and other applications
- Acted as subject matter expert to content owners on information architecture, taxonomy design and usability-centered navigation structures
- Assisted content owners with search engine optimization (SEO)
- Developed and delivered training for intranet web site administrators
- Designed and implemented web-based surveys
- Worked in web content production using codes and scripts, CMS, and graphics tools

Proposal Librarian (1998-99, Brown & Root Services, currently KBR)

- Maintained internal library for Business Development and Proposals department
- Developed and maintained project information databases
- Performed information research, competitor and client intelligence, and FOIA activities
- Supervised two other team members

1993-98: International Facility Management Association (IFMA), Houston, Texas

Senior Research Library Services Specialist

- Managed the research library of a 20,000 member non-profit professional association
- Collected and organized literature and provided research to members worldwide
- Built and maintained databases on facility management information
- Hired, trained and supervised information services team members (2.5 FTE)
- Managed a \$250,000 annual budget, increased publication sales by 40% in three years
- Represented the association in codes, standards and regulatory bodies

1990-93: Houston Academy of Medicine - Texas Medical Center Library, Houston, Texas

Information Assistant

- Staffed the information desk of a major academic medical library
- Provided research and information to healthcare practitioners, researchers, staff and students
- Trained library patrons and staff in online database searching

EDUCATION

Master of Library Science – Medical Informatics, 1992, University of North Texas, Denton, Texas (ALA accredited)

Bachelor of Science – Economics and Geography, 1985, University of Houston, Houston, Texas

RELEVANT PROFESSIONAL DEVELOPMENTS

Web Usability Workshop with Steve Krug, 2007

Information Architecture Workshop with Louis Rosenthal, 2007

KMWorld & Taxonomy Bootcamp (concurrent conferences), 2000, 2006 & 2008

Related Webinars with Seth Earley & Associates (taxonomy consultants)

PROFESSIONAL PRESENTATIONS

“Web Content Management at Halliburton, 2001-Present”, *KMWorld 2008*, San Jose, CA

AWARDS & HONORS

1991 – Medical Library Association: Minority Student Scholarship

1991 – South Central Chapter/Medical Library Association: Mayo Drake Scholarship

Featured in – *Marquis Who’s Who* (multiple titles and editions)

PROFESSIONAL AFFILIATIONS

Special Libraries Association – Secretary, Texas Chapter, 2001-2; Chair, Houston Local Planning Group, 2000-02

International Facility Management Association – Board member and membership chair, Environmental, Health and Safety Council, 1998-2002; Member, Public Relations & Web Committee, Houston Chapter, 2002-4

SOFTWARE PROFICIENCIES

Microsoft Office, SharePoint, Interwoven *Teamsite & Media Bin*, Adobe Dreamweaver, Fireworks

FOREIGN LANGUAGES

Native speaker of Chinese (Cantonese and Mandarin), working knowledge of French & Japanese