

DOUGLAS HEINTZ

Systems Librarian - Technical Consultant - Customer Success Guru

mail@douglasheintz.net

Portfolio www.douglasheintz.net

EDUCATION

Master of Science in Library and Information Science (August 2017)

University of Illinois at Urbana-Champaign, Urbana, Illinois, United States

- Focus in metadata, digital curation, and digital libraries

Bachelor of Arts in Liberal Arts and Sciences (May 2007)

University of Illinois at Urbana-Champaign, Urbana, Illinois, United States

- Major in Russian Language and Literature

University of New South Wales, Sydney, Australia (2002-2004)

- Majors in the History and Philosophy of Science and Russian Studies

Intensive Russian Language Study

Indiana University (2005), Novosibirsk State University (2004), Saint Petersburg State University (2000-2001)

High School Diploma (2000)

Illinois Mathematics and Science Academy, Aurora, Illinois, United States

PROFESSIONAL EXPERIENCE

Library Services Engineer, Technical Consultant for Russia and the Former Soviet Union

EBSCO Information Services, Berlin, Germany

From July 2017

- Regional authoritative expert on technology aspects of EBSCO's Software as a Service (SaaS)
- Conduct pre-sales presentations and clear provide written responses to RFIs
- Create and manage demos, prototypes, and documentation
- Support the evaluation/trial process, initial post-sales support/nurturing, troubleshooting and resolving customer specific advanced technical issues.
- Contribute to the app development process with varying levels of: customer requirements definition, coding, testing, documentation, and management.

Graduate Assistant, Physical Sciences and Engineering Division

University Library, University of Illinois at Urbana-Champaign, Urbana, Illinois, United States

June 2016 – May 2017

- Worked on a team managing an enterprise-scale CMS conversion to WordPress
- Assisted in research on federated searching user behavior and professional scientific ethics
- Provided reference and information services to users in person and online
- Developed and updated finding aids and other materials to assist users in their research

Teaching Assistant, Online Programs

School of Information Sciences, University of Illinois at Urbana-Champaign, Urbana, Illinois, United States

January 2016 – June 2016

- Assisted instructors in the preparation of materials for online delivery
- Developed eLearning modules in Moodle and PHP

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Assistant Director of Donor Relations and Annual Giving

College of Engineering, University of Illinois at Urbana-Champaign

September 2013 – January 2016

- Designed and deployed information management tools and strategies that automated business practices, closed service gaps, and resulted in donor retention increase of 15%
- Managed a portfolio of communications projects and outreach events to connect donors with the university
- Lead projects for positive change at the institutional level including working to develop a standards-based approach and acting as a subject matter expert and design team member for a complex enterprise CRM deployment

Executive Assistant

University Library University of Illinois at Urbana-Champaign, Urbana, Illinois, United States

October 2011 – September 2013

- Managed the professional activities of senior library executives
- Acted as unit webmaster; deployed custom web solutions to address business needs
- Compiled and edited confidential proposals, planning documents, and reports, requiring significant discretion and sophisticated analysis

Assistant Manager

Panera Bread, Champaign, Illinois, United States

May 2009 – September 2011

- Managed finances and a staff of 30 in a busy restaurant

HONORS

Foreign Languages and Area Studies Summer Fellow, US Department of Education (2017)

Experimental Nuclear Magnetic Resonance Conference Student Travel Stipend (2017)

Foreign Languages and Area Studies Fellow, US Department of Education (2008)

Elected, Dobro Slovo, National Slavic Studies Honor Society (2007)

Social Science Research Council Summer Fellow (2005)

Scholar, SPIE, International Society for Optical Engineering (2000)

PUBLICATIONS AND RESEARCH CONTRIBUTIONS

Heintz, D. & Gryk, M. (2017). CONNJUR_ML: An XML Schema for NMR Reconstruction Workflows. Poster presentation at 58th Experimental Nuclear Magnetic Resonance Conference, Pacific Grove, California.

Gryk, M. & Heintz, D. (2017) CONNJUR_ML. Poster Presentation at Computational Aspects – Biomolecular NMR, a Gordon Research Conference, Newry, Maine.

Mischo, W., Schlembach, M., Heintz, D., & Graham, A. Revisiting the Use of Transaction Logs to Model User Searching Behaviours in an Academic Library Gateway. Manuscript in preparation.

(As UX Designer) Silvers, M. (2016). Dry Signals: Exploring the Drought in Northeastern Brazil Interactive digital exhibit at First Society of Ethnomusicology Sounding Board, Austin, Texas.

(As citation editor) Stewart, W. (Ed.) et al., (2013), ***Place-Based Conservation: Perspectives from Social Sciences***, Springer: Dordrecht, the Netherlands.

Heintz, D. (2001). Charles Townes: Laser legend. In J. A. Scheppler & L. M. Lederman (Eds.), ***Portraits of Great American Scientists*** (pp. 205-223). Prometheus Books: Amherst, NY.

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SERVICE AT THE UNIVERSITY OF ILLINOIS AT URBANA-CHAMPAIGN

Senate Committee on the Library (2016-2017), University Senate
Ad-hoc Committee on Scholarship Information Management (2014-2015), Office of the Provost
Donor Stewardship Design and Implementation Team for CRM (2014-2015), University of Illinois Foundation
Professional Practice Guidelines Working Group (2013-2015), Advancement
Engineering Advancement Council (2013-2015)
Director of Donor Relations Search Committee (2014), Advancement
Art Director Search Committee (2014), Advancement
Library Staff Support Committee (2013), University Library

TECHNICAL SKILLS

Markup and data exchange:
HTML/CSS, XML/XSLT, SVG, JSON, OAI-PMH, REST, SOAP

Programming and query languages:
Python, JavaScript, VBScript, SQL

Web programming paradigms and packages:
jQuery, Bootstrap, ASP

Relational databases:
MySQL, MSSQL, Access

Metadata schemas and description frameworks:
Dublin Core, PREMIS, CDWA, RDF, EDM, CCO, MARC, MODS, METS, PBCORE, RDA

Metadata APIs:
EBSCO Discovery Service, OCLC, Librarything, Open Library, Scopus, PubMed, Amazon, PURE

Library, information science, and digital curation software:
exLibris Voyager, И П Б И С, EBSCO Discovery Service, Greenstone Digital Library, Omeka, SpringShare
LibApps, Compendium Desk Tracker, Oxygen XML Editor, Bit Curator

General content management systems:
WordPress, Drupal, OpenCMS, Moodle

Operating systems:
Windows, OSX, Linux, UNIX

HUMAN LANGUAGES

English – Native
Russian – Professional Competence