# Andrew Childress

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## Education

**University of Texas at Austin** — Master of Science in Information Studies
>   2015 – May 2017
>   GPA: 4.0/4.0

**University of Arkansas at Fayetteville** — BA English Literature + BM Piano Performance
>   2008 – 2012
>   GPA: 3.98/4.0

## Professional Experience

**Tokyo Electron** (via Kelly Services) **— Business Analyst**           Austin, TX || April 2016 – Present
- Interface design, process improvement, and user support for internal systems at a global semiconductor equipment manufacturing firm.
- Work with teams in multiple departments at US corporate headquarters.
- Design user-focused forms, workflows, and intranet pages.
- Managed project to upgrade 200+ individual workflows used in 4 US locations.
- Prepared and led 4-hour SharePoint training sessions along with weekly user groups.

**Knowledge Harvesting, Inc. — Analyst**                Remote || March 2015 – Present
- Research and analysis at a boutique consulting firm focusing on organizational knowledge management, business development, and social good.
- Create and use taxonomies and visualizations to turn unorganized content into usable, accessible information.
- Developed web scraping technology for organizational mapping and business development.

**Briscoe Center for American History — Reference Intern**   Austin, TX || August 2015 – May 2016
- Provided customer service to researchers at a national historical archive.
- Conducted research in BCAH holdings to answer reference questions.

**Prism Education Center — Teacher**                Fayetteville, AR || May 2014 – May 2015
- Taught preschool through 9th grade, all subjects.

**Jerusalem School Bethlehem — Teacher**            Palestine/Israel || August 2012 – May 2013
- Designed curriculum, planned lessons, and taught 10th-12th grade English classes and media classes at an international American school.

## Skills

- Technical communication
- User interviews and requirements gathering
- Taxonomies, controlled vocabularies, and metadata
- Project management
- Business process improvement
- Front-end web development
- Writing and editing
- Digital archiving