

## HILLARY HANDWERGER

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### PROFESSIONAL EXPERIENCE:

#### TLCI, Ann Arbor, MI

#### Consultant/ Webmaster/ Programmer

- April 1995- Present** Development and support of client web sites. Majority of sites are developed with web forms that feed databases, allowing clients to maintain their own websites with minimal knowledge of html. Database development, content management capabilities, dynamically generated pages, graphic design, Forum software.
- Consultant to Ford Customer Service Division on "Paperless Desktop" project. Created an electronic reference library to support customer service representatives, field, and dealers using Documentum software and Web interface.
- Served as Manager, New Information Products and Services for CONDUIT, a Technology Reinvestment Program sponsored by Dept. of Energy, designed to promote business use of the Internet for training and business information. As part of this project, developed web sites for Automotive Parts and Accessories Association, CASA/SME, ACDelco, and CONDUIT.
- For CONDUIT, created electronic newsletter promoting Internet for business related interests.
- Coordinated the Michigan Occupational Information System's move from fiche and disk to Internet.
- Worked with Michigan community colleges to design Internet based distance learning programs and Digital Library support.
- Invited speaker at Internet related Marketing, Competitive Intelligence, Economic Development, and Future of Library programs.

#### The SoftAd Group, Dearborn, MI and Mill Valley, CA

#### Project Manager, ChannelNet

- Feb 2001- July 2001** Project Manager for new Alternative Medicine website utilizing proprietary software. Developed Specification for use of ChannelNet product in a way that supports the Alternative Medicine database of articles as products. ChannelNet was developed by SoftAd, designed for small businesses, to support their internet marketing needs. Product is customized and then turned over to customer for content management.

#### Program Manager, Ford Fleet

- Jan 2000- Feb 2001** Responsible for Ford's Fleet website. Developed new online capabilities many of which pulled data from Ford legacy systems to support fleet customer initiatives. Specified and oversaw development of current version of site. Managed team of four project managers.

#### Project Manager, Ford Dealer Connection

- March 1999- Jan 2000** Responsible for development of Ford's Dealer Connection Web Sites. Specified new aspects of the program. Developed Specification for new generation of sites.

#### National Center for Manufacturing Sciences, Ann Arbor, MI

#### Director, Program Operations and Benchmarking

- June 1994- April 1995** Managed interface between Dept of Defense MANTECH and NCMS. Improved project reports to DOD and members. Benchmarked NCMS Operations to improve internal processes. Part of Information Technology, Training & Education, Technology Deployment, and Strategic Agenda teams

#### Director, Manufacturing Information Resource Center

- Nov 1988- May 1994** Managed an information resource center supporting the research and information needs of staff and 195 member companies. Developed website providing full text data. Provided individual and group training; developed user's guides, informational and training tools, and marketing materials. Provided strategic plans, budgets, reports, and schedules for services including: research, information system, technology intelligence, translations, publications. Responsible for identification and tracking of international research agendas. Speaker at NTIS, Library of Congress, National Research Council conferences on the use of international science and technology information.

#### Domino's Pizza Inc, Ann Arbor, MI

#### Director of Information Resources

- Nov 1983- Oct 1988** Established a Corporate Information Center. Services included research, monthly bulletins on competitive and operational news, quarterly reports on economic climate, weekly updates on HRD, Insurance, EEOC, OSHA news, and general current awareness.

## **Industrial Technology Institute, Ann Arbor, MI**

**Information Specialist**

**May 1983-  
Nov 1983** Conducted business information needs analysis and developed supporting services. Did extensive on-line searching in high technology, applied sciences and competitive areas. Initiated systematic development of collection of journals, books, technical reports, and other industry information on robotics/factory of the future.

## **Manufacturing Data Systems Inc, Ann Arbor, MI**

**Librarian**

**June 1981-  
Feb 1983** Established corporate library for company developing numerical control and CAD/CAM software. Provided research through on-line data sources. Edited company newsletter.

## **U.S. Fish & Wildlife Service, Ann Arbor, MI**

**Librarian**

**June 1976-  
April 1981** Established comprehensive research collection on power generation and its environmental effects. Prepared descriptive and subject analysis of books, technical reports, and journal articles for entry into database. Wrote "Guide to the National Power Plant Team's Bibliographic Database." Prepared monthly reports, publication announcements, PR materials. Edited technical reports, organized dissemination plans, and served as liaison with FWS offices, other governmental agencies, universities, and private organizations.

## **SKILLS:**

HTML, CGI, Vortex, Acrobat, Java, UNIX, various graphics packages, information organization and delivery, project management, problem solving, presentation, Word, Excel, PowerPoint, Visio, Project Manager

## **TEACHING/TRAINING:**

### **Various Community Colleges in Michigan, 1995-1996**

Basic HTML, Web page design and capabilities

### **UM School of Information and Library Studies, Ann Arbor, MI**

Management of Special Libraries for graduate MLS program. Three semesters, 1987-1989.

### **Complete Computer Center, Ann Arbor, MI**

Designed and taught class for business professionals on using the computer as an information gathering tool; introduced database searching concepts and capabilities. 1983.

### **Standish Sterling Community Schools, Standish, MI**

Teacher, 1969-1972.

## **EDUCATION:**

AMLS, University of Michigan, 1976

BS, Science Education, Ohio State University, 1969

Major: Biological Sciences; Minor: Related Sciences

Continuing Education:

Managing Critical Issues: Program for Management Development, UM School of Business Administration

Interpreting Financial Statements, Michigan State University Extension Program

Competitor Intelligence, Van Myros

Continuing seminars and conferences on information and Internet development

## **PROFESSIONAL AFFILIATIONS/ POSITIONS HELD/ AWARDS:**

Member of Michigan Electronic Library Advisory Board, 1996-

Special Libraries Association, MI Chapter

President 1995-96, President Elect 1994-95, Past President 1996-97

Special Libraries Association, Food, Agriculture and Nutrition Division

Chair Awards Committee 1988, Director 1987, Secretary 1986

Member of Beta Phi Mu, Library Science Honor Society, 1976