**Work Experience**

**AI Content Analyst, GlobalLogic; through contract as an Associate Analyst, Digitive LLC**

**September 2024 to August 2025**

* Collaborated with multidisciplinary teams to conduct research and develop content for training Generative AI and Large Language Models (LLMs), enhancing machine learning processes and improving AI accuracy.
* Generated, curated, and edited data used in the training of AI models, ensuring it was diverse, high-quality, and contextually relevant.
* Conducted thorough reviews of AI-generated and human-written content, ensuring clarity, coherence, and alignment with established guidelines for readability, grammar, and contextual accuracy.
* Edited content for clarity, context, readability, and tone, adapting complex technical information into user-friendly formats.
* Performed supplemental research to support content development, filling knowledge gaps and ensuring the integration of the latest trends and findings in machine learning and AI.
* Assisted in refining AI output, providing feedback for continual model improvement and performing content optimization to enhance machine learning performance.
* Engaged in content quality assurance through iterative review processes, ensuring content met high standards in both human and machine-driven environments.

**Librarian for Collection Management and Reference, University of North Carolina School of the Arts; Winston-Salem, NC**

**June 2021 – February 2024**

* Acted as the primary liaison to the Schools of Drama, Dance, and Filmmaking, addressing faculty and student material needs, attending faculty meetings, and providing tailored library instruction to support academic curricula.
* Coordinated the assessment, research, and acquisition of course materials as outlined in syllabi, fulfilling requests from faculty, staff, and students throughout the semester.
* Collaborated with faculty to develop customized library resources within LibGuides and assessed the needs of various departments to enhance academic support.
* Worked cross-departmentally with the Acquisitions team to procure physical and digital resources (scripts, films, books, e-resources) for courses, collection development projects, and on-demand requests from academic stakeholders.
* Delivered library instruction on e-resources, databases, primary sources, and special topics, enhancing the research capabilities of undergraduate and graduate students across the Drama, Filmmaking, and Dance programs.
* Developed and maintained LibGuides for Drama, Dance, and Filmmaking students, ensuring up-to-date, user-friendly content aligned with curriculum needs.
* Managed updates to the A-Z Database list, curated collections in Collection Discovery within Alma and Primo VE and worked with committees on web content creation and outreach management initiatives.
* Led collection development projects, continuously assessing the needs of physical and electronic collections, utilizing overlap analysis and Alma Analytics to optimize resources.
* Oversaw management of electronic book acquisitions (EBA, DDA), subscription-based e-resources, and perpetual media collections within Alma, ensuring alignment with curricular and research needs.
* Established and maintained workflows for electronic resource management (ERM), overseeing licenses and access management in Alma, while administering vendor accounts for platforms including ProQuest, EBSCOhost, Oxford Academic, Bloomsbury, Alexander Street, and JSTOR.
* Maintained consistent communication with vendors to assess, purchase, and ensure continued access to critical digital and physical resources.
* Participated in ongoing professional development, conferences, and training related to collection management, repository assessment, Alma D, Analytics, and Primo VE to stay abreast of industry trends and best practices.

**E-Resources Specialist / library technician, University of North Carolina School of the Arts; Winston-Salem, NC**

**February 2020 - June 2021**

* Managed access to and usage of electronic resources, including ebooks, ejournals, and databases, ensuring seamless communication with vendors and library staff to maintain resource availability and functionality.
* Cataloged miniature scores for the Music Library and handled electronic materials cataloging as needed, ensuring accurate and timely updates to the library system.
* Collaborated with library staff to expand and enhance the university’s electronic resources catalog, planning and creating a repository for course materials to be easily accessed by students and faculty.
* Collected, analyzed, and reported on usage data, ensuring data entry accuracy and implementing organizational strategies to optimize resource management.
* Worked closely with the University Archivist and Systems Librarian to facilitate the implementation of repository technology and coordinate the transfer of data into the system.
* Documented progress and established best practices for tasks and operational procedures within \*\*Alma\*\* and other library platforms, ensuring sustainability and continuity of library operations.
* Actively engaged with students, faculty, and staff, providing library support and fostering a collaborative, user-centered environment.

**Digital Program Specialist, Winston-Salem State University; Winston-Salem, NC**

**November 2015 - June 2016**

* Led the creation of a digital database to house over 5,000 digitized photographs in CONTENTdm, ensuring proper organization and accessibility of visual assets.
* Managed the input of metadata, including detailed research on appropriate keywords, subject headings, and descriptive metadata, ensuring alignment with industry standards and enhancing searchability.
* Conducted comprehensive research on the subject matter of each photograph to ensure accurate and contextual metadata for improved user discovery and historical accuracy.

**Audiovisual Intern, Rubenstein Library, Duke University; Durham, NC**

**October 2014 - June 2015**

* Processed and created finding aids for various audiovisual collections, including inputting data, transcribing materials, and developing creative metadata descriptions.
* Conducted thorough research on subject matter and keywords to accurately catalog and organize audiocassettes, 16mm film reels, data CDs, floppy disks, wax cylinders, glass lacquer and aluminum discs, and audio CDs across six collections.
* Managed the repair of damaged items in the collections, ensuring the preservation of audiovisual materials for future access.
* Assisted with the recording of interviews, audio transcription, and correction, contributing to the accuracy and accessibility of archived materials.
* Developed detailed shot lists for over 40 archival films, contributing to improved accessibility and organization of film-based collections.

**General Manager at WUAG 103.1 FM, University of North Carolina at Greensboro; Greensboro, NC**

**May 2012 - May 2014**

* Managed the operations of the student-run radio station, supervising a team of five student board members, fostering collaboration, and ensuring the station's smooth day-to-day functioning.
* Created and submitted detailed reports on annual goals, activities, budgets, and accomplishments to university administration, ensuring transparency and alignment with institutional objectives.
* Developed performance and underwriting agreements, crafted content for the station’s annual magazine, Dead City Radio, and engineered on-air materials, including radio spots, PSAs, news segments, interviews, and weekly live shows.
* Actively participated in administrative panels and discussions related to college radio, contributing insights on the station's impact and potential improvements.
* Organized and coordinated various events, including musical performances, university affairs, and student board and DJ meetings, enhancing the station’s community engagement.
* Ensured adherence to FCC regulations and guidelines, maintaining compliance and ethical broadcasting standards.

**Additional Experience**

**Executive Board member / archivist, Piedmont Blues Preservation Society; Greensboro, NC**

**Nov. 2017 – present**

* Spearheaded the planning and development of a comprehensive database and organizational system to manage a diverse collection of paper, audio, digital, and visual media.
* Conducted research and contributed to grant writing efforts for events and initiatives related to the Society’s mission and archive preservation.
* Actively participated in meetings, committees, and events, supporting the Society's outreach and preservation goals.

**Archives volunteer, Greensboro History Museum; Greensboro, NC**

**June 2017-Feb 2020, May 2024-present**

* Organized and cataloged manuscripts and photographic negatives, including the creation and correction of finding aids and descriptive metadata.
* Digitization of audio reels and audiocassettes, enhancing the accessibility of archival materials.
* Conducted research and supported the limited processing of over five collections, contributing to improved archival organization and preservation.

**Archives volunteer, University of North Carolina at Greensboro; Greensboro, NC**

**July 2015-Feb 2016**

* Managed the processing, organizing, and rehousing of a small collection of five boxes containing scrapbooks, yearbooks, annual reports, newsletters, pamphlets, letters, newspaper clippings, and official documents.
* Created detailed finding aids to facilitate easier access and retrieval of materials.

**Education**

**University of North Carolina at Greensboro MLIS 2011-2014**

Master of Library and Information Studies. Graduated December 2014. GPA: 3.77.

**University of North Carolina at Wilmington BA 2001-2004**

Bachelor of the Arts in Film Studies, Minor in Creative Writing. Graduated May 2004, with honors. GPA: 3.42.

**Skills**

* Excellent written, verbal, communication, and organizational skills, as well as the ability to work well in a team or individually.
* Over 20 years of customer service experience; extensive work with Microsoft Office, Mac and PC operating systems, including extensive use and knowledge of Word, Excel, Outlook, Lists, and PowerPoint
* Experience and training in Integrated Library Systems, including Alma and Primo VE, including Primo VE Administration Certification; extensive experience with SpringShare and EZ Proxy; experience with MarcEdit, OpenRefine, OCLC Connexion
* Experience with repository platforms including JSTOR Forum, CONTENTdm, and Snapcrowd, and minor work in Archivists Toolkit and Archon; minor experience with the open-source platforms ArchivesSpace and Islandora
* Extensive experience with audio software including Audacity, Adobe Audition, and Sony Sound Forge; use of the programs Adobe Photoshop and iMovie, proficient in Jing and other screen capture tools
* Experience in working with Generative AI and Large Language Models (LLM)
* Quality assurance, editorial skills, quality control, and information literacy

**Other professional experience:**

* Reviewer. Resources for College Libraries. Film Studies bibliography, summer 2024. American Library Association.
* Reviewer. Resources for College Libraries. Dance bibliography, summer 2023. American Library Association.

**Internships**

**Cumulous Broadcasting, Wilmington NC**

**Mar 2006 - July 2006**

* Participation in, composing, and recording radio commercials; conducted various interviews with department heads; participation in promotion and station events; compiled all data into a comprehensive packet, which was submitted to the station

**Cucalorus Film Festival, Wilmington NC**

**December 2003 - March 2004**

* Viewing, voting on, and entry of submissions into the festival database; promotion of the festival; working several shifts during the festival
* Creation of comprehensive paper about my experiences for the Film Studies Department at UNC-Wilmington

Please see my website for examples of academic writings and outreach materials: <https://jalopydactyl.wixsite.com/olivia-carteaux-lis>