# Olivia Carteaux

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## Work Experience

**Associate Analyst,** Digitive LLC by contract to GlobalLogic, Inc.
Remote
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.

**Collections Management and Reference Librarian,** University of North Carolina School of the Arts
Winston-Salem, NC
June 2021 – February 2024
- Managed and was administrator 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.
- Managed updates to the A-Z Database list, curated collections in Collection Discovery within 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.
- Maintained consistent communication with vendors to assess, purchase, and ensure continued access to critical digital and physical resources.
- Worked with Acquisitions and Cataloging departments to procure physical and digital resources that included database collections, e-books, films, scripts, and other content; worked collaboratively with these departments on collection development projects, and on-demand requests from patrons.
- Coordinated the assessment, research, and acquisition of course materials as outlined in syllabi and fulfilled requests from faculty, staff, and students throughout the semester.
- Acted as the primary liaison to the Schools of Drama, Dance, and Filmmaking, addressing faculty and student material needs, attending faculty meetings, and creating and updating LibGuides and library content aligned with curriculum and student needs.
- Delivered library instruction on information literacy, e-resources, databases, primary sources, and special topics, enhancing the research capabilities of undergraduate and graduate students across the Drama, Filmmaking, and Dance programs.
- Collaborated with faculty to develop customized library resources and assessed the needs of various departments to enhance academic support.
- 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.

- 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.
- 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.
- 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.
- Cataloged miniature scores for the Music Library and handled electronic materials cataloging as needed, ensuring accurate and timely updates to the library system.

## Other relevant work experience

- **Server,** Sticks and Stones Clay Oven Pizza, Greensboro, NC, Apil 2017 - March 2020.
- **Beer Specialist/cashier,** Bestway Grocery, Greensboro, NC, June 2015 - April 2017.
- **Digital Program Specialist**, Winston-Salem State University, Winston-Salem, NC, November 2015 - June 2016.
- **Audiovisual Intern**, Duke University, Durham, NC, October 2014 - June 2015.
- **General Manager, WUAG 103.1 FM,** University of North Carolina at Greensboro, Greensboro, NC, May 2012 - May 2014.

## Additional Experience

- **Executive Board member/archivist**. Piedmont Blues Preservation Society, Greensboro, NC, November 2017 – present.
- **Archives volunteer**. Greensboro History Museum, Greensboro, NC, June 2017-February 2020, May 2024-August 2024.
- **Archives volunteer.** University of North Carolina at Greensboro, Greensboro, NC, July 2015-February 2016.
- **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.

## Education

**University of North Carolina at Greensboro     MLIS                                    2011-2014**
Master of Library and Information Science. 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; 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 with Integrated Library Systems, including Alma and Primo VE and 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.
- Experience in working with Generative AI and Large Language Models (LLM).
- Quality assurance, editorial skills, quality control, and information literacy.

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