

Libby Ann Jackson

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SUMMARY

I am a growing leader in the area of Information & Knowledge sharing strategies, with proficiency in training and support of IT enable products. I have deep understanding of project portfolio management methodologies. My personal business goals include creating products and services that will inform the information and knowledge management strategy of an organization. I desire to lead an evolving team of innovative professionals who understand the value of digitally driven initiatives that align to key business operations and strategic goals.

My Top 3 Guiding Business Principles

Seeking out and leveraging collective expertise. Information and knowledge is paramount to the developing a shared-theory of change that members of teams can align to.

Diversity must be embraced and valued. Shared values and beliefs make it easy to share across boundaries.

Analysis and integration of potentially conflicting numerical, verbal and other data from a numbers of sources is a key skill. My colleagues refer to me as the “Sense-maker”

EDUCATION

M.S. Information & Knowledge Strategy, Columbia University (February, 2015)

B.S. Mass Communications, Emerson College, Boston, Massachusetts (1988)

EXPERIENCE

CNN Technology Training

April 2005-Present

- Partner with Technical Operations and Project Management teams on all technology training projects as the Senior Training Project Lead.
- Provide training and support, using a compliment of instructional design and project management tools, to CNN Worldwide Customers.
- Implement training of editorial and production teams for CNN worldwide, which include both broadcast and digital content creation workflows.
- Facilitate meetings for business operations teams seeking to use Kepner-Tregoe (KT) rational processes for problem solving and decision making.
- Facilitation and ongoing evangelism of accountability training of 450 members of the Broadcast Engineering and Systems Technology (BEST) team.
- Member of the Multicultural Advisory Council of Global Technology and Operations.
- NY Program Leader, Turner Associates Program

Freelance Technical Operator, Live Television Control Rooms, October 2001-April 2005
Psuedo.Com, CNN, CBS, BET, CNBC, NBA TV, Maury Povich Show, MSG Network.

- Director, Technical Director, and Electronic Graphics Operator for live television broadcasts.
- My roles included ensuring that the creative vision of the producer is realized. Careful attention to detail and the ability to make swift changes is often required to successfully get needed elements to air.

Associate Director of Public Relations,

**The African Burial Ground Project
February 2001-September 2001**

- Hired by the General Services Administration (GSA) to create a public relations strategy for the re-interment of African remains found during excavation of a federal office building in lower Manhattan.
- Published a monthly newsletter for the Office of Public Education and Information.
- Hosted community workshops and events to engage and train volunteers.
- Managed community relationships between GSA and Community Activists.

Dorm Director & Women's Basketball Coach, Knoxville College August 1991-June 1992

- Coordinated and administered the overall residential life program, including both student development and operations components for women's dormitory.
- Managed and coordinated all room assignments and changes in the halls, resolved problems in accordance with established procedures, responded to all inquiries, problems, and complaints from students, staff, and parents related to the halls.
- Recruited and Coached Women's Division 3 Basketball Team.

Electronic Graphic Operator, Cable News Network

January 1992-2000

- Created lower 3rd and fullscreen graphical elements during live broadcasts.
- Trained new Graphic Operators during live broadcasting requiring the trust of both the trainee and the show director.
- Graphics operator during the live coverage of the 1992 Republican National Convention.

SKILLS

Team Facilitation, Individual Coaching, Innovative classroom & distance learning Instructor, Final Cut Pro Editor, Adobe Premiere Pro Editor, Level 3 knowledge of Microsoft Office Suites, Property Management, and Community Organizer