

CONTACT **Office:** 822 Guilford Ave # 735 **Tel:** +1 (410) 989-5020
 Baltimore, MD 21202 USA **Skype:** warren.info

EDUCATION **Indiana University**, Bloomington, Indiana

Doctor of Philosophy (PhD), Information Science, May 2011

- **Minor:** Applied Statistics
- **Core subjects:** information quality, information architecture, new media, exploratory statistics / data mining, content analysis, contemporary archaeology, semiotics, and hermeneutics (see also “Technical expertise”, below)
- **Committee:** John C Paolillo (chair), Howard Rosenbaum, Ying Ding, and Karen Kafadar
- **GPA:** 3.975 of 4.0

Master (MIS), Information Science, Aug 2008

Reed College, Portland, Oregon

Bachelor of Arts (BA), Religion (World Religious Studies), May 2002

- **Core subjects:** South Asian, Sino-Tibetan, and Central Asian traditions; epistemology; hermeneutics; and ethnography
- **Advisors:** Kenneth Brashier and D Neil Schmid

PROFESSIONAL EXPERIENCE **Consultant, President** **Nov 2015 - present**

Warren Information Organization, LLC dba Assurance Writing, Baltimore, Maryland

- Offers academic, business, government, and other formal English editing and writing services

Program Analyst **Sep 2011 - Sep 2015**

US Consumer Product Safety Commission (CPSC), Directorate for Epidemiology (EPI), Division of Hazard & Injury Data Systems (EPDS), Data Intake & Injury Information Branch (EPDSI), Bethesda, Maryland

- 80% Task lead on identifying and notifying sometimes hard-to-find people and companies on the Internet, including in many foreign countries, about reports from the general public of their products having caused harm. Processed over 27,500 reports of harm. Trained three other staff, including a new manager.
- 10% Wrote and maintained the directorate’s SAS programs for tracking SaferProducts.gov-related database statistics, which were reported to Congress and/or the general public.
- 10% General programming and documentation support, including: wrote statistical / data mining programs in Base SAS (i.e., without SAS’s text mining tools) for predicting content analysis and QC decisions from natural language text; primary researcher and maintainer of the agency’s internal brand ownership database; wrote many frequently used, performance-monitoring or task-specific programs and database queries for people and workflows around the directorate, including upper management, using SAS, SQL, JavaScript, Visual Basic, and/or XML; maintained the department’s SOPs wiki, and compiled/maintained the department’s SOP documents related to the above topics; and created a user-friendly data dictionary for the agency’s complex new database, which was used for training new staff in both EPI and IT.

Adjunct Lecturer**Sep 2005 - Aug 2011**

School of Library and Information Science, Indiana University, Bloomington, Indiana

75% **Information Architecture for the Web**: every fall and spring, solo taught 25-50 masters students about information architecture, requirements analysis, project management, accessibility, and Web programming. During my tenure, the course became one of the School's most popular. It was featured in the School's Spring 2011 alumni magazine.

20% **XML workshop**: every summer, taught around 10 masters students how to create markup languages using XML-related technologies.

5% As needed, guest-taught masters-level classes on information retrieval, network computing, Java, and enterprise project management.

Logistics Coordinator**Oct 2003 - Apr 2005**

CDR International / Mercer Delta (it later became part of Oliver Wyman), Portland, Oregon

As the company experienced 600% growth and an acquisition by Mercer Delta, helped create and develop this position. Helped departmental directors plan, build, and operate a fulfillment and logistics infrastructure for a \$20 million leadership development company. Duties included:

90% Created, monitored/evaluated, and revised logistics-related information systems, SOPs, and deliverables in collaboration with global vendors.

10% Hired, trained, and managed temporary subordinates as needed for projects. Also led both hiring and training of my successor.

Trainer, Customer Service Representative**Sep 2002 - Oct 2003**

Blockbuster district training store, Portland, Oregon

Circulationist, Technician, Media Archivist**May - Aug 2001**

Reed College Library, Portland, Oregon

Hardware and Network Technician Intern**May - Aug 2000**

Micro-Computer Analysts, Lexington, Kentucky

AWARDS

US Consumer Product Safety Commission (CPSC)

- On-the-spot award, for taking on extra work during a staff shortage, 2015
- Quality Step Increase, 2015
- Team award for helping to launch SaferProducts.gov, 2012
- Consistently outstanding annual performance reviews and a few annual bonuses

Hawaii International Conference on System Science (HICSS)

- Nominated for best paper, 2007

Indiana University

- An article on my service-oriented teaching appeared in SLIS's Spring 2011 alumni magazine.
- Margaret Griffin Coffin Fellowship (partial funding for one year), 2008-2009
- SLIS grant for travel to Association for Library and Information Science Education (ALISE) conference, 2009
- SLIS grants for travel to Sunbelt Social Networking and American Society for Information Science & Technology (ASIS&T) conferences, 2008
- Federal GAANN Fellowship (full funding for one year), 2007-2008
- SLIS grant for travel to HICSS, 2007

- Chancellor's Scholar Award (a cash award, and public recognition by the University's Chancellor and School's Dean), 2005
- Chancellor's Fellowship (the University's most prestigious fellowship, full funding for four years with a teaching requirement), 2004-2008
- Doctoral Student Research Forum: finalist for best presentation, 2006

Reed College

- Townsend Scholarship for Academic Excellence (one year of partial funding), 2001-2002
- Initiatives in Undergraduate Research grant (a cash grant for ethnographic thesis research and new books for the college's library), 2001-2002

PUBLICATIONS

Warren, J; Stoerger, S; and Kelley, K. (2011). Longitudinal gender and age bias in a prominent amateur new media community. *New Media & Society*, Sage, 14(1) 7-27.

Warren, J. (2011). TV in the Age of the Internet: Information Quality of Science Fiction TV Fansites. PhD dissertation. Bloomington, IN: Indiana University.

Paolillo, J; Warren, J; and Kunz, B. (2008). Morphological genre analysis of amateur digital multimedia. In Mehler, A., Sharoff, S., Rehm, G., & Santini, M. (Eds.), *Genres on the Web: Corpus Studies and Computational Models*. New York: Springer.

Paolillo, J; Warren, J; and Kunz, B. (2007). Social network and genre emergence in amateur Flash multimedia. *Proceedings of the 40th Annual Hawaii International Conference on System Sciences*, IEEE Computer Society Press, 70b.

Warren, J. (2002). Vipassana in the Pacific Northwest. Undergraduate thesis. Portland, OR: Reed College. (requires the jGaramond font, to display properly)

TECHNICAL EXPERTISE

Human languages

- American, British, and other international forms of English (native, fluent, and proficient, respectively)
- German, ancient Greek, and Sinhala (proficient, but need more practice)
- Hindi, Mandarin Chinese, Pali/Sanskrit, and Thai (novice)

Computer skills

- **Statistics environments:** SAS, R (advanced); SPSS, Excel (intermediate); Stata, Matlab, Mathematica, M-plus, Mx, StatView, VARBRUL (novice)
- **General languages:** Java (advanced); C, Bash, Perl, PHP, SQL, XSLT, JavaScript (intermediate); ASP, Python, Prolog, Visual Basic / VBA (novice)
- **Databases & servers:** MS SQL Server, PostgreSQL, MySQL, Apache, Tomcat, MS Access (intermediate); MS IIS, MS Exchange, MS Navision/Dynamics, Oracle, FileMaker (novice)
- **Markup languages:** (X)HTML/CSS (advanced); XML-related technologies (DTDs/Schema, RDF, ontologies, XLink, XPath, XQuery, Xerces, oXygen, etc.), L^AT_EX, and BibTex (intermediate); SGML, Postscript (novice)
- **Project management:** MS Project, MS SharePoint, MS Visio, eGroupWare, several organisations' custom programs (intermediate)
- **Reporting & publishing:** MS Office, OpenOffice / LibreOffice, WordPerfect (advanced); Adobe Photoshop and Illustrator, Gimp, Inkscape (intermediate); Adobe InDesign, Flash, Fireworks, Crystal Reports, QuarkXPress, AutoCAD (novice)
- **Content management systems:** Drupal, Wordpress (intermediate); IBM Content Manager, Joomla, Sakai (novice)

- **Operating systems:** most Microsoft and Apple OSs since 1987, Debian and Ubuntu Linux (advanced); Android, FreeBSD, RedHat, Solaris, and SuSE (intermediate)

Statistics & analytics

- General and generalised linear models (multiple regression, logistic regression, robust techniques, etc.)
- Latent variable models (principal component analysis, factor analysis, canonical correlation, etc.)
- Longitudinal multilevel models
- Social and semantic network analysis
- Clustering and smoothing techniques
- Web analytics/mining (logfile analysis, page tagging, geolocation, click analysis, screen scraping, etc.)

TEACHING

Indiana University, Bloomington, Indiana

Graduate-level courses

2005-2011

Primary instructor (with no assistant)

- S532/L571 - Information Architecture for the Web: taught eight semesters
- S603/L595 - Introduction to XML: taught four semesters

Teaching assistant positions

- S561 - User Interface Design for Information Systems (Spring 2007): gave guest lectures, graded Java coding assignments, prepared Java demos and tutorials, held weekly office hours, and proctored exams.

Guest lectures

- S512 - Information Systems Design (Fall 2005): on Web project management

Undergraduate-level courses

2005-2006

Primary instructor (with no assistant)

- L401 - Computer-based Information Tools: taught the “Online Search and Retrieval” module three times and the “Network Computing” module once

SERVICE

Journal of the Association for Information Science and Technology (JASIST)

(2014, March). Peer-reviewed an article on scholarly communications in Buddhist Studies.

(2010, January). Peer-reviewed an article on online hate networks.

(2009, December). Peer-reviewed an article on Twitter use by the US Congress.

Indiana University, Bloomington, Indiana

SLIS_PHD listserv moderator

2007-2011

- Moderated a listserv for doctoral students at SLIS

Doctoral Steering Committee

2008, 2009

- While a member in 2008, reviewed issues of importance to the SLIS doctoral program. While not a member in 2009, offered recommendations during a review by the Committee of the doctoral program. The committee was comprised of the Director of the Doctoral Program, three faculty members assigned by the Dean, and two voluntary doctoral students.

Participated in faculty searches

2008

Curriculum Steering Committee

2005-2008

- Reviewed proposals for new SLIS courses. The committee was comprised of the Associate Dean, three faculty members assigned by the Dean, three elected masters students, and one voluntary doctoral student.

Dr Warren also supports several local and national non-profits through donations and/or volunteering.

REFERENCES

Please see the testimonials section on my company's website (<http://assurancewriting.com/#testimonials>).

My references' contact information can be made available, for full-time, high-wage jobs.