

# RESUME

**Ibis Network**

**Susan Young**

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## CAREER SUMMARY

Before becoming an independent contractor, I was Webmaster of the New York State Metropolitan Transportation Authority. I moved to the MTA from my position as Webmaster for New York City government. I worked for three New York City Mayors, and at the Department of Information Technology. I was part of the team that created the New York City website, NYC.GOV. As IT Director of the Mayor's Community Assistance Unit, I managed all aspects of the department's information technology: running the network; developing the city's phone help system; and supervising IT for the City's 59 Community Boards. Previously I was an editor/writer for major U.S. and British publishers.

**June 2004 –  
Present**

### **Independent Contractor: Web Hosting, Content, Production, Design**

Developed and created many websites, listed at [Ibis Network](#), including the award-winning Montclair Public Schools website. I provide ongoing management and updates for most of these sites.

**March 1998 –  
May 2004**

### **Webmaster**

#### **Metropolitan Transportation Authority ([mta.info](http://mta.info))**

Supervised staff of 20 at five MTA agencies—New York City Transit, Long Island Rail Road, Long Island Bus, Metro-North Railroad, Bridges & Tunnels—in establishing the website as an integral part of the MTA communications system.

- In 1999, and again in 2002, designed new look and structure for site to satisfy customers and maintain MTA identity.
- Directed all content production at headquarters and at its agencies.
- Converted print maps into interactive web versions.
- Coordinated on-line mapping project.
- Worked on project to provide travel directions and tourist information.
- Collaborated with agency staff to provide timely and accurate information to public during all emergencies. Coordinated round-the-clock updates of maps and service notices after September 11, 2001.
- Supervised MTA intranet.
- Supervised agency ecommerce initiatives, such as Metro-North's Webticket and online Mail&Ride.
- Served on selection committees to award major capital projects.
- Presented papers on website management at international transportation conferences.

**March 1996 –  
March 1998**

**Director of New Media Technology  
City of New York ([nyc.gov](http://nyc.gov))**

One of the team leaders who developed the City of New York's Web page.

- Directed daily management of site, including uploads from 70 city agencies.
- Designed, created and maintained major areas of site, including the Mayor's home page. Wrote "Style Guide," the required handbook for all agencies.
- Trained and supervised agency users and technical staff in production of website applications.

**February 1986 –  
February 1996**

**IT Director  
Office of the Mayor, Community Assistance Unit**

Managed computers at Community Assistance Unit (CAU), Mayor's Action Center (MAC), and 59 remote Community Board offices throughout the city.

- Supported 300 users in all aspects of mainframe, microcomputer and local area network purchase, maintenance, use and training.
- Designed and installed City's FAQ interactive voice system.
- Hired and supervised trainer/technicians, outside maintenance technicians and programming consultants.
- Managed network.
- Planned and led training sessions in mainframe and PC applications.

**September 1968 –  
February 1986**

**Writer/Editor  
Time-Life Books, Marshall Cavendish, Harry Abrams, and other major publishers,  
New York and London**

- Edited and wrote for books and magazines on range of topics from science and history to anthropology and sports in England and the United States.

## **EDUCATION**

University of Nottingham, England. B.A.. Major: history; minor, politics.

Graduate study at Baruch College, City University of New York, in Computer Business Systems.

## **CITIZENSHIP**

Received United States citizenship September 22, 1982.

## **REFERENCES**

Available on request.