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# CINDI A. BLYBERG

2037 DELLWOOD DR., LEXINGTON, KY 40503

H: 859-559-4624 | C: 859-221-2508 | [cindi@blyberg.net](mailto:cindi@blyberg.net)

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## *PROFESSIONAL SUMMARY*

Technology management professional with over 20 years' experience building and managing effective working and cross-functional teams dedicated to efficient project implementation, exceptionally high customer service, and simple, compassionate user experience.

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## *SKILLS*

- Manual and automated software testing
  - Rapid, iterative software deployments
  - Knowledge of web development technologies and languages
  - Accessibility testing
  - High customer service standards
  - Windows, Mac, UNIX proficient
  - Stellar communication skills
  - Excellent management and interpersonal skills
  - Excellent problem-solving abilities
  - Managing multiple projects simultaneously
  - Working with shifting priorities
  - Seasoned, highly-motivated remote worker
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## *WORK HISTORY*

### SPRINGSHARE LLC

*Product Manager | Remote | November 2012 - Current*

Manage software testing and roll out process for LibGuides and LibInsight products. Work with small teams of developers to define, sketch, and test new features. Track bug reports and feature requests. Serve as high-tier customer support. Previously served as interim manager of customer service, provided training and customer support at all levels.

### SEE CLEARLY SERVICES

*Owner & Principal Consultant | Lexington, Kentucky | November 2012 - Current*

Provides organizational development and technology consulting to academic libraries and related organizations.

### EASTERN KENTUCKY UNIVERSITY LIBRARIES

*Coordinator, Library Technology & Data Services | Richmond, Kentucky | April 2007 - November 2012*

Managed team of four professionals responsible for library systems and desktop computing. Founded and led cross-functional team dedicated to improving digital UX for the Libraries, and

participated in other cross-functional University groups.

#### CLAREMONT COLLEGES LIBRARIES

*IT Director | Claremont, California | May 2001 - March 2007*

Managed teams of people responsible for all technology in the Libraries and for the Claremont Colleges Digital Library (CCDL). Worked closely in cross-functional teams to manage technology projects across the Colleges, including grant management and Sakai implementation.

#### UNIVERSITY OF KENTUCKY LIBRARIES

*Team Leader, Electronic Resources / Support | Lexington, Kentucky | May 1998 - April 2001*

Managed team of 13 people responsible for library website, systems and computing, the E-Text center and ETDs.

#### UNIVERSITY OF KENTUCKY LIBRARIES

*Desktop Support Librarian | Lexington, Kentucky | October 1995 - May 1998*

Managed all desktop PCs & support for 14 libraries; maintained Windows/Novell network; served on cross-functional library and university groups.

#### REND LAKE COLLEGE

*Reference / Technical Services Librarian | Ina, Illinois | September 1994 - September 1995*

Conducted reference and instruction; managed interlibrary loan, materials acquisition and cataloging; created and managed the college's first website.

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### **EDUCATION**

#### MASTER OF SCIENCE Library and Information Science

University of Kentucky

*Lexington, KY*

Classes covered the gamut of library operations and collections, from technology to management.

#### BACHELOR OF ARTS English

University of Kentucky

*Lexington, KY*

Degree in English with Departmental Honors.

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### **AFFILIATIONS**

- American Library Association, 2007 - present
- Library Information Technology Association, 2007 - present
- Association for College & Research Libraries, 2015 - present