

Jane Harris INTRODUCTION

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Since 2009, I have been freelancing in website development, content management, image research, proofreading, transcription, subtitling and publishing services in both traditional print and digital arenas.

I have created and managed a portfolio of over forty websites for several New Zealand authors, publishers, GLAM-sector (Galleries, Libraries, Archives, Museums) memberships, a tertiary education institution and SME businesses.

With experience in telling New Zealand's stories by defining, communicating and translating ideas and system requirements between stakeholders and technical developers, I have practical and intuitive approaches to finding solutions in many areas of small and larger organisations.

KEY SKILLS

- Proven project management history and ability to deliver multiple projects on time and within budget
- Experience in website development, front-end CSS editing and maintenance
- Experience in standard open source and bespoke content management systems (CMSs) and databases
- Understanding and practical experience in planning, user-testing and solving technical and stakeholder requirements
- Experience in content and image and media research, digitising images, copyright restrictions
- Experience transcription and closed-caption subtitling in English and te reo Māori
- Experience in proofreading, copy-editing and typesetting online and in print
- Excellent customer service and personal assistant skills with established publishing, GLAM and technical networks
- Ability to hit the ground running and learn complex information and new systems quickly
- Experience in Agile project management and digital processes
- Experience in rapid prototyping, rigorous user testing, iterative development of products, with a user-centric focus
- Responsible, practical and reliable with a 'get on and do' attitude
- Creative and flexible with the ability to adapt to many roles, tasks and situations, and retain a sense of humour.

COMPUTER SKILLS

Operating systems: Confident user of Mac and Windows operating systems.
Software: Most frequent: Adobe Creative Suite, particularly Photoshop, InDesign, Acrobat Pro; Filemaker Pro; Microsoft Office; web-based communication services; Google apps and KE EMu digital collections management system.
Content management: Confident user of WordPress and Moodle; some experience with Drupal, Silverstripe and Sharepoint.
Services: Google Analytics, File Transfer Protocol (ftp), webhosting cPannels.
Languages: Competent in HTML, CSS and MySQL, some experience with PHP.

RECENT HIGHLIGHTS February 2018–November 2019

Te Papa Tongarewa Museum of New Zealand, Audience and Insights Directorate

Digital production manager, editor and publisher for *Te Taiao* | *Nature* digital labels, where I was instrumental in the coordination, technical development and publishing of the digital content and copyright-managed media assets for all digital labels in the exhibition, using the in-house digital interactives platform, Te Papahiko, and introducing a headless CMS function to the component suite. This involved concept development, creating, implementing and maintaining cross-functional workflows for content development for:

- 800+ specimens (later descoped to 290)
- 260+ stories
- 600+ images, 75+ videos
- 20,000+ English words
- 30,000+ Māori kupu

I maintained workflow, content direction and communication between the in-house writers, media researchers, 3-D spatial designers, scientific experts, technical developers, media rights and iwi approval, and the imaging team. We produced elegant labels with fully bilingual text within a tight budget and intense organisational changes that directly affected the project and exhibition. You can hear more about my role in this project at this [National Digital Forum talk by Amos Mann](#) (YouTube video). I also had an active role in the media research, image, audio and video editing post-production and writing required for this project. The digital labels won [Bronze in the 2019 Best Awards for Applications](#) (web page).

Creating the subtitles for the My Tatau video for the *Tatau* exhibition in English, te reo Māori and Sāmoan.
Transfer of Te Papa's blog to a new host, creating an entire redesign to fit the look of the main Te Papa website.

PREVIOUS EXPERIENCE

Te Papa Tongarewa Museum of New Zealand, Digital Directorate, Wellington 2016–2018

- Digital Products Coordinator for the Digital Products and Operations team
- Digital Publisher for *Ko Rongowhakaata* iwi exhibition, videos and digital label interactives
- Digital content assistant for Bug Lab exhibition, digital label interactives

Key tasks:

- Coordinating and implementing cross-functional workflows for content development and production of text, images and media for digital labels and interactives for exhibitions and ‘hotspots’ within an Agile and iterative environment
- Content loading, accessibility and user experience testing and on-floor observation
- Coordination of the Digital Skills Panel RFP for over 50 respondents and New Zealand businesses and ad-hoc core business processes
- Video transcription and subtitling for on-floor deployment, including bi-lingual functionality Proofreading, copyright management of image and media research and image editing
- Project coordination of procurement and development of Te Papa’s Digital Design Language System.

Te Papa Press, Museum of New Zealand Te Papa Tongarewa, Wellington 2015–2016

Key tasks:

- Acting Sales and Marketing Manager for forthcoming and backlist titles, direct sales and reporting
- Proofreading, image research, digital collection acquisition and image editing.

Whitireia Polytechnic, Publishing Department, Media Training School, Wellington 2011–2016

Key tasks:

- Content management of Whitireia Publishing course modules within Moodle online learning environment
- WordPress website creation for several publishing projects and Whitireia Publishing’s own website.

Phantom House Books, Wellington 2009–

Key tasks:

- Publishing Assistant, editing and proofreading print publications and e-books
- Multiple e-commerce website content management and development
- Accounts system implementation, reconciliation and customer database maintenance.

Active New Zealand, 2009–2011

Key tasks:

- Executive Assistant to CEO
- Financial analysis and budget administration, acquisition of resources and personnel
- Liaison with stakeholders, aircraft mechanics and engineers, lawyers, accountant and investors.

New Zealand Books Abroad, Specialist online bookshop (now closed), 2001–2009

Key tasks:

- Website and customer services manager
- Project managing the design, development, testing and usability of the bespoke e-commerce website, with ongoing SQL database content management
- Writing, proofreading, copy-editing and image editing catalogue and publicity material for web and print
- Maintaining and customizing a relational stock catalogue, orders and customer database (Filemaker Pro), LAN administration and ICT support, office administration, accounts and credit control
- Project managing the development and content management for five external website contracts
- Developing customer relations with public customers, government and educational institutions, contracted clients, authors, publishers and suppliers.

Temporary contract work, Canada and England 1995–2000

Unity Books, Wellington 1993–1995, Bennetts Bookshop, Wellington 1989–1991, Whitcoulls, Wellington 1986–1989

Key tasks:

- Bookseller and customer services, shop layout design, window-dressing and marketing
- Writing copy and proofreading marketing and publicity material.

EDUCATION

Courses: Photography, te reo Māori, NZ Sign Language, basic psychology, communication and time management, VUW Continuing Education.

REFEREES

Adrian Kingston, Digital Channels Manager, Te Papa Tongarewa Museum of New Zealand

(021) 334 815

Amos Mann, Digital Producer, Te Papa Tongarewa Museum of New Zealand

(021) 023 85643

Sue Hirst, board member, NZ Review of Books Pukapuka Aotearoa

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