Jennifer H. Swann

CONTACT INFORMATION

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EXPERIENCE

Symfodium LLC, Washington, DC *(Co-founder & Chief Information Officer)* **2007-present**

- Co-founded startup to provide software and hardware solutions to members of Congress, beginning with website and e-newsletter services and progressing to designing, specifying and managing the development of a modern CMS (Constituent Management Software) web application, liaising with congressional oversight departments over a 24-month compliance process to gain approved Federal Government vendor status.

- Oversaw seven software releases, growing the company's CMS application into a robust platform for mail, case tracking, teleconferencing and contact management. The user-friendly and mobile-capable system handles interactions with 35 million constituents and processes around 100,000 email messages per day, serving over 500 congressional staff across the nation.

- Managed user experience, market strategy, branding, documentation, quality assurance (including testing, specification, bug tracking and compliance), training and client support. Assisted with sales and marketing, including presence at trade fairs, creation of marketing collateral, product demonstrations for prospective clients and work with user groups to determine adjustments and additions to feature sets.

- Facilitated general operations, including staff acquisition, resource planning and financial management. Developed company policies and implemented a CRM system for sales and support. Worked with external organisations to form innovative partnerships, overseeing the development of integrated solutions to empower clients and drive marketing.

Neuronic LLC, New York, NY *(Contractor)* **2004-2006**

- Consulted on several projects for a developer of educational games and resources for PCs, mobile devices and museum installations. Assisted with LevelFly, an achievement-based learning management system developed with the City College of New York (and recently awarded a $750k National Science Foundation grant); worked with professors and developers to help translate requirements into easy-to-use features for an integrated system to support online courses, including grade books, a student portal and social networking.

InterWorld Corporation, New York, NY *(Knowledge Manager)* **1998-2001**

- Created a technical writing group at one of the world's first providers of e-commerce software: hired and mentored additional writers, and implemented documentation standards and a departmental training manual. Oversaw production of technical documentation for custom e-commerce functionality, internal and external product demos and release notes.

- Progressed to co-managing the Quality Assurance team, directing testing, version roll-outs and software packaging and distribution. Collated project status and business development pipeline for management reports.

- Assigned to deliver a phased-approach enterprise knowledge management system for internal and client use, achieving 20% improvement in resolution times for the Professional Services and Technical Support teams. Led a cross-departmental effort, defining requirements and enacting business-wide system education, change management, and team-building.

EDUCATION

New York University, MS Management and Systems, concentration in Leadership and Knowledge Management (2004).
Columbia University Certificate in Analysis and Design of Information Systems from Two-Year CTA Program (2001).
University of Massachusetts Amherst BA English; concentration in Professional Writing and Technical Communication (1997)