


# AMY HOVIOUS

Urbana, IL 

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## SKILLS

- **15 years of experience in Academia**
- **Advocate for All Stakeholders** - user-centered, human-centered
- **Critical Thinker and Visionary** – big picture thinking with an eye for details
- **Team Builder and Leader** –building a leaderful community
- **Effective Communicator** – with people of all skill levels
- **Technical Product Manager** – translate user needs into technical requirements with ease
- **Collaborator and Partner** – builder of ecosystems
- **Strategic and Creative Problem-Solver** – finding innovative solutions
- **Breadth of knowledge** of various tech solutions, especially as it relates to web, emerging tech, research, and information management
- **Depth of knowledge** in key tech areas, such as web & database development, data analytics, cloud computing, and programming
- **Organized, Flexible, and Agile**
- Aspire to constantly **Grow and Learn**



## CAMPUS LEADERSHIP

**Council of Academic Professionals (CAP)**, Chair 2018-2019 - Elected Representative for District 2, 3-year term, 2016.  
Communications Chair, 2017

**University Professional Personnel Advisory Committee, (UPPAC)** Chair 2018-2019

**Senate Executive Committee (SEC)**, Voting Member 2018-2019,

**Academic Senator**, 2017-2018

**IT Leadership workshop (ITLW) Graduate**, 2017

**Faculty Summer Institute**, Committee Member, 2012-2016, Tech Lead for 2012-13

**All Employee Expo**, Planning Committee Member and AP Representative, 2016

**Lead of ITX Task Force**, Creating an Innovation Pipeline to transform culture and the work done at Technology Services



## EXPERIENCE

### **Manager, Research IT Support | University of Illinois, Technology Services**

2017 - PRESENT

**Strategic leadership and planning to advance research support at University of Illinois**

Provide oversight and management of entire Research IT Support area and teams within. Actively seeking stakeholder guidance to balance priorities for all efforts as a part of Research IT Leadership. Developed and implemented a variety of metrics based on vision, mission and goals. Continually build invaluable campus relationships while identifying needs and creating new services for the entire Illinois research community. Engage pertinent Illinois communities, including researchers, administrators, and IT Pros. Manage allocated staff, graduate student workers, and campus volunteers, forming a dynamic team. Lead ITX Task Force to build and implement an Innovation Pipeline for entire organization.

### **Technical Product Manager, Research IT Portal | University of Illinois, Technology Services**

2016 - PRESENT

**Lead all decisions and work to successfully build and implement Research IT Portal**, the top priority project for Technology Services, 2017-18.

Continued successful administration and active work on growth and expansion of campus-level service, as well as completion of plan and implementation for phase 2 development. Formed and lead advisory group with representatives to help inform decisions for current and future Research IT offerings. Implement and apply data-driven analytics and metrics to guide decision making



## EXPERIENCE CONTINUED

### **Outreach and Communication Specialist | University of Illinois, Technology Services**

2015 - 2016

Part of Media Information Communication and Web teams. Focused on outreach to units across campus in regard to Mobile, WordPress, and Research Technology along with other initiatives. Created student advisory group to gather student input and help guide existing and new services.

### **eLearning Professional, Emerging Academic Technology | University of Illinois, Technology Services**

2012 - 2015

Part of the Emerging Technology and Classrooms teams. Focused on integrating new and emerging technologies into instructors' curriculums. Worked directly with a wide variety of faculty and researchers. Provided in-class instruction and support for emerging technologies alongside faculty. Helped transfer campus WordPress to CITES and became service manager of publish.illinois.edu in 2014. Server Manager for legacy LAMP systems, developed & implemented plan for upgrades and eventual retirement. Supervised student classroom workers. A re-org led to the end of Academic Technology Services.

### **Webmaster | Illinois Marathon**

2012 - PRESENT

Webmaster for IllinoisMarathon.com. Coordinated efforts to migrate all static php/html content to WordPress.

### **Textbook Author / Subject Matter Expert | McGraw-Hill Higher Education**

Wrote chapter on "Technology in Communication" for the textbook, *College English and Communication 10th edition*

### **Lead User Support – Web, Application and Reporting Team, | University of Illinois, ATLAS, College of LAS**

2009 - 2012

Determined user needs and requirements then translated into application features for primary programmer. Managed support and training team members to be sure quality service and support was delivered and met users' needs. Efforts included documentation, training, knowledge base creation, app testing & more. Suggested and created position because user support needs were increasing and not being met.

### **Research Programmer – Web and App Developer - Web, Application and Reporting Team | University of Illinois, ATLAS, College of LAS**

2006 - 2009

Developed custom web-based software for a wide range of projects both in groups and individually using ASP.net, C#, SQL Server, HTML, JavaScript/jQuery, CSS, project lead on various development projects with extensive requirements gathering, training and support. Supervised student and part-time employees.



## EDUCATION

### **Master of Science – Library and Information Sciences | University of Illinois at Urbana-Champaign**

2016 – SPECIALIZATION IN DATA CURATION

GPA 3.84/4.0

### **Bachelor of Science in Business – Computer Information Systems | Eastern Illinois University**

2005 – CONCENTRATIONS IN CLIENT/SERVER AND TELECOMMUNICATIONS

GPA: 3.8/4.0

- Member of Beta Gamma Sigma, Elite Honor Society
- Member of AITP, Association of Information Technology Professionals Dean's List Fall 2003 & Fall 2004
- Caterpillar academic scholarship winner Spring 2004