**Judith E. Clark, MLIS, M.A., B.A.**

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**Current Profile**

**Indexer** **– JUDITH CLARK INDEXING**

• Member of the Indexing Society of Canada / Société canadienne d’indexation (ISC/SCI)

• Membership Directory listing: <https://indexers.ca/acadp_listings/judith-clark-indexing/>

**Writer**

• Member of The Writers’ Union of Canada (TWUC) and Writers’ Guild of Alberta (WGA)

• Author website: <https://www.judithclarkauthor.com/>

**Freelance indexing**

Areas of special interest include Latin American history and biography; military history and biography; feminist and LGBTQ+ studies, history, and biography; geopolitics; library and information science; social sciences and urban studies. Following are some of the titles I’ve indexed.

**Latin American/South American history:**

*Bahia's Independence: Popular Politics and Patriotic Festival in Salvador, Brazil, 1824-1900* (McGill-Queen’s UP) | *Press, Power, and Culture in Imperial Brazil* (Univ. of NM Press) | *From Sea-Bathing to Beach-Going: A Social History of the Beach in Rio de Janeiro, Brazil* (Univ. of NM Press)

**Canadian history:**

*Fideliter: The Regimental History of the Princess Louise Fusiliers* | *Black Loyalists in New Brunswick* (Formac)

**Memoir and biography:**

*Escape from the Edge* | *At Great Risk: Memoirs of Rescue during the Holocaust* | *A Promise of Sweet Tea* | *Passport to Reprieve* | *A Light in the Clouds* (Azrieli Foundation [all titles shown])

**Textbooks:**

*The Politics of the Asia-Pacific* (Univ. of Toronto Press) | *Dying and Death in Canada* (4th ed.) (Univ. of Toronto Press)

**Geopolitics and international relations:**

*The Dynamics of Russia’s Geopolitics: Remaking the Global Order* (Springer) | *Myths of Modern History* (Lorimer)

**Social sciences and urban studies**

*Basic Income for Canadians* (2nd ed.) (Lorimer) | *Smart Cities in Canada* (Lorimer) | *Comparative Public Opinion* (Routledge)

**POSITIONS HELD**

**HEWLETT PACKARD ENTERPRISE**

**Technical Writer for Knowledge Management – Engineering** *(Remote)* **2015 - 2016**

• Created and edited content.

• Performed knowledge management tasks, primarily in Confluence and Jira, also using SharePoint.

**INNOVATIVE INTERFACES INC.**, Alberta / California

**Knowledge Systems Coordinator – IT Department** *(Calgary)*  **2011 - 2013**

Reporting to the Manager of Business Application & Transformation, managed content used by CSDirect (Customer Service Direct) clients world-wide.

• Maintained known issues database of software bugs; added new product information in layperson terms and updated release information with fix availability

• Collaborated with inter-departmental teams in Product Development, Product Management and Support Analysis to produce customer-facing information about software updates and new releases

**Information Resources & Training Coordinator – CS Department** *(Calgary)* **2001 - 2011**

Reporting to the Director of Customer Support, provided resource and training support to 100+ international implementation services and inter-organizational staff (online & onsite).

• Organized Product Managers and Software Engineering staff for beta software release hand-offs to discuss content, software architecture, and troubleshooting for support and implementation staff

• Created and maintained online customer documentation

• Consulted with clients world-wide on workflow and application issues

• Authored and delivered presentations at annual Innovative User Group conferences across the U.S.

**Training Consultant – Implementation Services Department** *(Calgary/Emeryville, CA)*  **1996 - 2001**

Reporting to the Manager, delivered customer training at library sites worldwide.

• Trained customers in software use and consulted on system applications, workflow, task reorganization, modifications to improve site efficiency and effective use of software

• Documented and reported software bugs or other customer issues which were experienced by sites in training; made changes or adjustments to software that fell within areas of expertise

• Wrote FAQs, technical support documentation and informational materials for inclusion in procedures manuals, instructional documents, and Trainers’ Handbook

**SAN ANTONIO PUBLIC LIBRARY**, San Antonio, Texas

**Librarian – Level I & II (Children’s and Young Adult Services)** **1993 - 1996**

**Education**

**UNIVERSITY OF CALIFORNIA, BERKELEY, EXTENSION**

**Indexing, Theory and Application**  **2019**

**UNIVERSITY OF TEXAS**, Austin, Texas

**Master of Library and Information Science Degree**  **1992**

**UNIVERSITY OF ARKANSAS**, Fayetteville, Arkansas

**Master of Arts Degree in English**  **1989**

**ARKANSAS TECH UNIVERSITY**, Russellville, Arkansas

**Bachelor of Arts Degree in English** (**High Honors**)  **1984**