

Margaret Alice Wong

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RELATED WORK EXPERIENCE

Massachusetts Institute of Technology

Cambridge, MA

1999 – PRESENT

- **Relationship Manager ('06-present)** Information Services & Technology – VP Office: RM Program
Identify and advise customers of available IS&T services and opportunities for collaboration; Facilitate kick-off meetings and complex issue resolution; Provide comprehensive client relationship management through establishing and maintaining mutually beneficial partnerships, coordinating cross-functional activities and timely communications; Improve customer perceptions and encourage collaboration on strategic IT project planning.
- **Technology Consultant-Developer ('04-'06)** Information Services & Technology – DCAD
Facilitate, guide, and advise MIT departments, labs, centers, and research groups on their technology projects, primarily outward facing communications on the web. Responsibilities include: needs analysis, technology solutions recommendations, information architecture development and refinement, build consensus between multiple stakeholders, setting appropriate expectations, partnering appropriate internal / external vendors for design, development, and ongoing maintenance, escalated web help desk support, educational outreach via bimonthly lunch time seminars on "Best Practices in Web Publishing" and "Intermediate CSS from Code".
- **Web Technologies Consultant ('02-'04)** Information Services & Technology – WCS/HomePage
50% appointment in two teams: provide escalated web technologies support to the computing help desk, maintain and improve standards for web sites internal to MIT, advise and assist MIT web publishers, develop and maintain the MIT homepage and online campus map, produce web sites for groups internal to MIT.
- **HTML Developer ('02)** OpenCourseWare Transition Project Team
Develop standardized websites for all MIT course materials. Part of Open Knowledge Initiative (OKI).
- **Multimedia Developer ('01-'02)** Academic Media Production Services
Developed web interactive educational courseware as a UROP. Sub-projects: (1) create virtual exhibit (From One Hand to Another) for the Museum Loan Network (<http://loanet.mit.edu>) using Photoshop, Photo Vista, Reality Studio (2) encode cassette audio into mp3 for Flash 5 site (3) design Flash logo for PBS online class "Wireless Futures" (4) developed Collapsible Menus system for College Coach site (5) developed Flash animation for Pfizer's Applied Statistics site (6) developed Flash quiz interface for Stellar.
- **Webmaster ('01-'02)** Comparative Media Studies Department
Built department web site and maintained site content updates.
- **Women's Initiative Presenter ('00)** Electrical Engineering and Computer Science Department
Promote women in engineering as an undergraduate study option to half a dozen high schools in Phoenix, AZ, sponsored by Microsoft Corporation.
- **HTML Developer / Web Technical Support ('99-'01)** Writing and Communication Center
Undergraduate Research Opportunities Program (UROP) Web design / course page development and maintenance for the Writing Department. Troubleshoot browser security problems for the Online Freshmen Evaluation Essay, as part of the writing requirement.

PROFICIENCIES

- Behavior Competencies – Facilitation, advisory, consulting, relationship building, problem solving/analysis, promotional/educational presentations, attention to detail, mentorship, coordination, and project management.
- Environment – Windows 98/NT/2000/XP, Mac OS 9.x/10, UNIX, isql (Informix) and MS-DOS.
- Software – MS Visio, MS Project, MS Office, Dreamweaver 8, Photoshop CS, Image Ready 3.0, FileMaker Pro, Illustrator 9.0, Flash 5.0, Photo Vista, Reality Studio 2.0, Form-Z, Rhino 3-D, Quicktime VR, VRML.
- Programming / Stylesheets – XHTML 1.1, HTML 4, CSS 2, XML, XSLT, SVG, DHTML, SQL, PASCAL, PERL, PERL Template Toolkit, Korn Shell Scripting, Scheme, and some Java 2.

EDUCATION

- **Northeastern University** Boston, MA
Graduate Certificate: Interactive Web Design September 2004 – March 2006
- **Massachusetts Institute of Technology** Cambridge, MA
Joint Major: B.S. in Comparative Media Studies and Electrical Engineering September 1998 – June 2002

OTHER WORK EXPERIENCE

- **Restaurant Hostess** Restaurant Associates (MFA), Boston, MA March 2006 – November 2006
Initial customer contact / “face of the restaurant” for Restaurant Associates restaurants (Bravo and Galleria Café) in the Museum of Fine Arts, Boston. Responsible for taking reservations, seating customers in appropriate server rotations, process customer feedback, managing customer expectations, resolve customer grievances and escalate to management when appropriate.

Internships

- **Telcordia Technologies** Red Bank, NJ Summer 2000
Conducted diversity experiments on antenna spacing of T-PACS (Telcordia Personal Access Communications System) radio ports.
- **AT&T** Middletown, NJ Summer 1999
Design and implement a standardized Web interface for developer’s bug tracking database system using Korn Shell Scripting, SQL, HTML, and some JavaScript.

AWARDS & RECOGNITION

- **2006 MIT IS&T Infinite Mile Award Recipient**
“...to acknowledge those IS&T individuals making significant contributions to improving the services, systems, and experiences of IS&T and MIT community members.”
<http://web.mit.edu/ist/rewards/infinitemile/>

OUTSIDE ACTIVITIES

- MIT Marching Band: Treasurer - fall '98 to spring '00; Drum Major - fall '98 to fall '00.
- MITATS (Association of Taiwanese Students): member - fall '98 to spring '02; Historian - spring '00 to fall '01.
- MITBDT (Ballroom Dance Team): member – fall '98 to spring '06.
- MIT Club of Boston (alumni group): participant in various intramural sports (bowling, air pistol, volleyball, summer softball) – summer '02 to present.
- Beginning pottery enthusiast
- Beginning rock climbing (top roping) enthusiast
- 9 years piano performance

LANGUAGE SKILLS & WORK STATUS

Chinese (Mandarin): Conversational. Chinese (Hakka, Taiwanese, Cantonese) and French: Basic listening.
Citizenship: US - I am authorized to work in this country for any employer.

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