

Chelsea Claire Jacobs

cjacobs4@vols.utk.edu

(865)-803-5498

Education

University of Tennessee

Doctor of Philosophy, Evaluation, Statistics & Methodology

2024 – (In process)

Master of Science, Information Sciences^{1,2}

Major GPA: 4.0/4.0

2019 – 2022

Master of Science, Agricultural Leadership, Education & Communications

Major GPA: 4.0/4.0

2016 – 2019

Bachelor of Science in Business Administration, Logistics³

Overall GPA: 4.0/4.0

2009 – 2013

Professional Experience

2022 – 2023, **West Virginia University (WVU)**

Morgantown, WV

Faculty, Business & Economics Librarian

- Designed, led, and assessed course instruction/workshops for WVU College of Business & Economics and (occasionally) the College of Agriculture, Natural Resources and Design; College of Media; and College of Arts & Sciences
- Supported entrepreneurship & innovation programs for faculty, students, and the public; supported the allocation of over \$100,000 in entrepreneurship funding
- Supported research for faculty, students [graduate (including PhD and DBA) & undergraduate], staff, and the public including designing, conducting, and evaluating complex research problems
- Acquired Library resources; evaluated, managed, and promoted Business & Economic collections to support University's land-grant mission
- Engaged in professional service (i.e., Diversity & Equity Committee, Veteran's Committee, etc.), chaired College of Business & Economics' Research & Library Committee

2013 – 2015, **Ernst & Young (EY)**

McLean, VA

Staff, Cross-functional Business Advisory & Consultancy

- Led and worked on a multitude of projects across different clients (e.g., Fortune 100 and 500) and industries (i.e., Finance, Health Care, Government, etc.) throughout Information Technology Risk Assurance (ITRA), Financial Services (FSO), Internal Audit (IA), and Performance Improvement (PI); with tasks including, but not limited to: ...
- Identified and investigated suspicious transactional activity [i.e., Anti Money Laundering (AML)]; created Suspicious Activity Reports (SARs) for Financial Crimes Enforcement Network (FinCEN)
- Identified risks and optimized control structures in Corporate Treasury (e.g., Foreign exchange hedge recommendations, Mark-to-market analysis for foreign exchange derivatives, Monthly/daily cash forecasts, Share repurchases, etc.), Payroll, Compensation, and Benefits (e.g., Health Insurance and Long-Term Incentives)
- Conducted pre-merger Sarbanes-Oxley (SOX) Gap Analysis: identified leading industry (e.g., Power & Utilities) practices; developed a Project Plan (e.g., MS Excel and Project); documented EY's integration tasks, level of effort (e.g., drivers), and

¹ U.S. News Ranking: #10 Best Library and Information Studies (graduate program in US)

² American Library Association (ALA) accredited

³ U.S. News Ranking: #3 Supply Chain Management / Logistics (undergraduate program in US)

estimated hours (~3,000); delegated pre-merger control and process mapping to one (1) staff resource and two (2) Global Talent Hub (GTH) resources (i.e., India-based)

- Performed IT application control testing procedures (SSAE 16 SOC 1 report, etc.); planned, documented, and executed IT general and application controls to Federal Information System Controls Audit Manual (FISCAM)
- Assessed the design effectiveness of IT general control procedures for Hyperion, Infinium, OMS, OnBase, etc.; Planned and documented Oracle, UNIX, Solaris, SQL, and Windows 2003 & 2009 Technical Workplans
- Performed Quality Assurance (QA) reviews of Critical Infrastructure Protection (CIP)-related implementations (processes, procedures, internal controls) to ensure compliance with the North American Electric Reliability (NERC) CIP Standards
- Assessed and modified National Highway Traffic Safety Administration (NHTSA) data (~6 million points) for the development of an SAP warranty analytics solution
- Prepared documentation (i.e., MS Project) for an Enterprise Technology (Oracle) implementation
- Reviewed external industry reports and documented trends, global suppliers, etc. for two (2) Sourcing Category Playbooks (e.g., Network Equipment and Bill Printing)
- Researched and documented procurement options (e.g., blanket service order, recurring payments, etc.), procurement policy benefits (e.g., demand and compliance management, etc.), spend analytics tools (e.g., ARIBA), and procurement metrics (e.g., Approved Requisitions, etc.) for an ARIBA Live Conference handout

Skills

R/ R Studio; Python (NumPy, Pandas, etc.); Structured Query Language (SQL); Microsoft Excel/ Google Sheets; Google Collaboratory; etc.

Mediation/ Conflict Resolution

Project Management (Budget, Procurement, Agile/Scrum, etc.); etc.

Awards & Recognition

“Go Beyond” at WVU College of Business & Economics (CoBE) (2023)

“Go Beyond” at WVU CoBE (2022)

“Go Beyond” at WVU CoBE (2022)

“Go Beyond” at WVU CoBE (2022)

“Outstanding Master’s Thesis” at University of Tennessee Knoxville’s (UTK’s) College of Communication & Information (2022)

“Applause Award” at EY (2015)

“Applause Award” at EY (2014)

“Applause Award” at EY (2013)

“Top Collegiate Scholar” at UTK’s College of Business (CoB) (2013)

“Extraordinary Academic Achievement” at UTK’s CoB (2013)

“Extraordinary Professional Promise” UTK’s CoB (2013)

“Lean Manufacturing Award” at UTK’s Process Management Competition (2011)

“Great Service Fanatic” at Walt Disney World (2010)

“Great Service Fanatic” at Walt Disney World (2009)

Funding

University of Tennessee, Graduate Fellowship, (2024) ~ \$2,500 USD

Oak Ridge National Laboratory (ORNL), (2021) ~ \$11,000 USD

Oak Ridge National Laboratory (ORNL), (2020) ~ \$24,000 USD

Oak Ridge National Laboratory (ORNL), (2019) ~ \$11,000 USD

University of Tennessee, Institute of Agriculture, (2016) ~ \$9,200 USD

Scholarship

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- **Jacobs & Marshall.** *Library Advocacy for the Implementation of the United Nations Sustainable Development Goals. ACADEMIC LIBRARIES AND SUSTAINABLE DEVELOPMENT.* Book Chapter (2026).
 - **Jacobs.** *Librarians Swimming with Sharks.* **SOUTHERN ACADEMIC BUSINESS LIBRARIANS CONFERENCE.** Athens, Georgia. Conference Speaker (2023).

- Haugen & **Jacobs**. *A Review and Assessment Matrix of the Features of Publicly Available Grazing Applications for Smartphones*. **VTECHWORKS**. Open Access Article (2023).
- **Jacobs**, Johnson, Little, Dusic, & Stanford. *PowerPoint Isn't What it Used to Be: How Industry Uses Slide Decks in the 21st Century*. **WEST VIRGINIA UNIVERSITY**. Panelist (2023).
- **Jacobs**. *The Role of the Business Librarian in Data Ethics: Serving and Preserving Individual and Academic and Institutional Reputations and Scholarly Integrity*. **THE FEDERAL RESERVE BANK OF ST. LOUIS: BEYOND THE NUMBERS**. St. Louis, Missouri. Conference Handout & Speaker (2022).
- **Jacobs**. *A Quantitative Study: Public Perceptions of Medical Librarians and Implications for Communication and Practices*. **UNIVERSITY OF TENNESSEE, KNOXVILLE**. Master's Thesis (2022).
- Jacobs & **Jacobs**. *A Quixotic Quest for Definition: Perceptions of "Organic" and Implications for the Environment and for Market Participants*. **KENTUCKY JOURNAL OF EQUINE, AGRICULTURE & NATURAL RESOURCES LAW**. Article (2020).
- Jacobs & **Jacobs**. *Consumer Perceptions and the (Ir)-Regulation of Organic and GMO Foods*. **KENTUCKY JOURNAL OF EQUINE, AGRICULTURE & NATURAL RESOURCES LAW**. Symposium Handout & Invited Speaker (2020).
- Allard, Forrester, Galyon, Andrews, Fredrick & **Jacobs**. *Oak Ridge Orientation*. **UNIVERSITY OF TENNESSEE, KNOXVILLE**. Invited Panelist (2020).
- Jacobs & **Jacobs**. *Sisters in Sustainability: Gender-Driven Agricultural Initiatives Promoting Socioeconomic, Environmental, and Cultural Sustainability*. **THE EUROPEAN CONFERENCE ON SUSTAINABILITY, ENERGY & THE ENVIRONMENT OFFICIAL CONFERENCE**, Brighton, United Kingdom. Conference Proceedings & Speaker (2018).
- **Jacobs**. *Consider a supply chain management major*. **USA TODAY COLLEGE**. Open Access Article (2013).

Service

American Library Association's (ALA), Business Reference and Services Section (BRASS): Mergent Excellence in Business Librarianship Award, Committee (2024 – present)
 Society of American Archivists (SAA), Performing Arts Section, Web Liaison (2024)
 WVU's CoBE Research & Library Committee, Chair (2022 – 2023)
 WVU's CoBE Diversity, Inclusion, Culture and Equity Committee (2022 – 2023)
 WVU's CoBE Diversity, Inclusion, Culture and Equity, Service Subcommittee (2022 – 2023)
 WVU's CoBE Graduate Programs Committee (2022 – 2023)
 WVU's (Library) Collection Advisory Committee (2022 – 2023)
 WVU's (Library) Veteran's Committee (2022 – 2023)
 UTK's Graduate Student Senate (GSS) Information Sciences, Senator (2019 – 2020)
 University of Tennessee (UTK's) Information Sciences Director's Student Advisory Council (2019 – 2020)
 UTK's Dean of Libraries' Student Advisory Committee GSS Representative (2019 – 2020)
 Association for Library and Information Science Education (ALISE), Exploring Learning in a Global Information Context, Conference Volunteer (2019)
 UTK's Graduate Student Senate (GSS) Agriculture, Senator (2017)
 Pepsi Diversity Leadership Development Program (2011)
 Volunteered with Beardsley Farm, the Ronald McDonald House, the Saint Bernard Project, Junior Achievement, etc.

Credentials

Google's Project Management: Foundations of Project Management (2023)
 Google's Project Management: Project Initiation: Starting a Successful Project (2023)
 Google's Project Management: Project Planning: Putting It All Together (2023)
 Google's Project Management: Project Execution: Running the Project (2023)
 Google's Project Management: Agile Project Management (2023)
 Google's Data Analytics (2023)

Stanford's (Center for Professional Development) Introduction to Statistics (2023)
Candid's Foundation Directory Expert Recertification (2023)
Candid's Foundation Directory Trainer Recertification (2023)
Federal Reserve Bank of St. Louis' Data Literacy for Librarians (2023)
Association of College and University Educators' (ACUE) Creating an Inclusive and Supportive Learning Environment (2023)
ACUE's Inspiring Inquiry and Preparing Lifelong Learners (2022)
Candid's Foundation Directory Expert Certification (2022)
Candid's Foundation Directory Trainer Certification (2022)
HubSpot, Digital Marketing (2022)
Accenture's Digital Skills: Social Media (2022)
Elsevier's Scopus Certification for Librarians (2021)
Accenture's Digital Skills: User Experience (2021)
Pepsi Leadership Development Program (2011)
Walt Disney World: *Ducktorate* Degree: Disney Advanced Studies in Hospitality Management Course (2009)
Walt Disney World: *Mouseters* Degree: Professional Development Study: Finance (2009)

Projects

UTK's Rising from the Ashes: The Chimney Tops 2 Wildfires Oral History (2021 – 2022)
<https://rfta.lib.utk.edu/>

Professional Memberships

Society of American Archivists (SAA) (2024)
SAA, Performing Arts Section (2024)
American Library Association (ALA) (2022 – current)
ALA, Association of College & Research Libraries (ACRL) (2022 – current)
ALA, Business Reference and Services Section (BRASS) (2022 – current)

Additional Experience

2021

Virginia Tech

Blacksburg, VA

Graduate Library Assistant

- Operated queries/Boolean expressions and facilitated migration of (formerly) proprietary Agricultural & Extension documents to University of California's via Google Books' Hathi Trust

2021

Tombras (*national advertising agency*)

Knoxville, TN

User Experience Intern

- Assessed Content Management System (CMS) (i.e., Drupal) and Application Programming Interface (API) feasibility; created and/or modified site maps, low-fidelity wireframes and prototypes (i.e., Sketch/InVision); recommended remote UX testing options (i.e., A/B, etc.)
- Developed content strategy, taxonomies/controlled vocabularies; performed heuristic evaluations

2019 – 2021

Oak Ridge National Laboratory

Oak Ridge, TN

Graduate Research Assistant

- Operated the library reference desk/database alerts and updated the integrated library system on topics including, but not limited to, *clean energy* and *cybersecurity*
- Constructed scientific profiles for hiring candidates (e.g., postdoctoral, external, and internal) using Bibliometrics and Altmetrics

- Operated queries/Boolean expressions, built dashboards, performed benchmarking & analytics utilizing scientific databases (e.g., Web of Science, etc.) and Application Programming Interface (API) tool(s)
- Performed and presented author networks and landscape analysis on topics including, but not limited to, *nuclear science*, *engineering*, and *technology* in MS PowerPoint, Excel, Power BI, and VOSviewer

2018 – 2019

University of Tennessee

Knoxville, TN

Student Library Assistant

- Updated the website on topics including, but not limited to: Anthropology; Earth & Planetary Sciences; Geography; Federal, State, and Local Governments
- Modified LibGuides, stamped the collection, archived the collection, and checked the Federal Depository Library Program (FDLP)

2012

Puma

Ho Chi Minh City, Vietnam

Sourcing/Project Management Intern

- Planned, developed, and implemented sustainable footwear packaging alternatives (e.g., PUMA Clever Little Bag, PUMA Clever Little Hanger, Tretorn Clever Little Bag, Tretorn Clever Little Hanger, Alexander McQueen Suede Shoe & Boot Bag, etc.)
- Communicated with suppliers in Vietnam, China, Indonesia, Cambodia, Korea, Italy, and US
- Monitored Forest Stewardship Council Certification (FSC), Restricted Substance List (RSL) Testing, and the sustainable packaging implementation ratio
- Conducted risk assessments, coordinated international sample shipments, and created forecasts

2011

Amazon.com

Hebron, KY

Leadership Operations Intern

- Co-led shift of over 100 associates, executed proper staffing, and directed recognition program
- Conducted statistical analyses and completed warehouse design
- Participated in Shingi Kaizen, implemented process improvement, and developed standard work
- Performed root cause analyses and supported internal safety programs and OSHA compliance

2010

Walt Disney World

Orlando, FL

Entertainment Intern

- Performed daily in front of over 400 guests
- Interacted with guests in dining establishments, in meet and greet locations, and in parades

2009

Walt Disney World

Orlando, FL

Hospitality Intern

- Performed customer service functions with hotel guests
- Operated computer-based reservation and ticketing system

Additional Information

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- Lived in Brazil, United Kingdom, South Africa, and Vietnam; Studied in Russia (2006)
 - Reading, writing, and speaking skills in Brazilian Portuguese
 - Host, NBA All-Star Game, 2008; Silver Medalist, Cheerleading, Junior Olympic Games, 1998
 - Performed in professional (musical) theatre; Admitted by audition to NC Arts
 - Certified “*Let Your Yoga Dance*” instructor; Registered Yoga Teacher (RYT) – 200