

# RESUME

**Susan Young**

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## Career Summary

**Before becoming an independent contractor. I worked as the Webmaster of the New York Metropolitan Transportation Authority. I came to the MTA from my position as Webmaster for New York City. I worked for the Mayor's Office of New York City under three Administrations, as well as at the Department of Information Technology. At DoITT, I was one of the founders of the New York City website, NYC.GOV, and at the Mayor's Community Assistance Unit, I managed all aspects of information technology, including the development of the City's phone help system. I also created and maintained three major sites on a freelance basis, as well as a number of smaller ones. Previously I was an editor/writer for major U.S. and British publishers.**

*May 04—Present*

### **President Ibis Network**

Design, create, maintain, host various websites. See [ibisnetwork.com](http://ibisnetwork.com) for details.

*Mar 98—May 04*

### **Webmaster Metropolitan Transportation Authority** <http://mta.info>

Supervised staff of 20 at five MTA agencies—New York City Transit, Long Island Rail Road, Long Island Bus, Metro-North Railroad, Bridges & Tunnels—in establishing the website as an integral part of the MTA communications system.

- In 1999 and again in 2002 designed new look and structure for site to satisfy customers and maintain MTA identity.
- Directed all content production at headquarters and at its agencies.
- Coordinated on-line mapping projects.
- Worked on project to provide tourist information for both residents and visitors.
- Collaborated with agency staff to provide timely and accurate information to public during all emergencies. Coordinated round-the-clock updates of maps and service notices after September 11, 2001.
- Supervised MTA intranet.
- Shepherded agency ecommerce initiatives, such as Metro-North's Webticket and online Mail&Ride, through MTA approval process.
- Served on selection committees to award major capital projects.
- Presented papers on website management at APTA and other conferences.

*Mar 96—Mar 98*

**Director of New Media Technology  
City of New York**  
<http://nyc.gov>

Leader of team that developed the City of New York's Web page.

- Managed five staff, and supervised daily uploads from 70 separate city departments.
- Designed, created and maintained major areas of site, including the Mayor's home page. Wrote "Style Guide." rCoordinated agency users and technical staff in production of website applications.

*Feb 86—Feb 96*

**IT Director  
Office of the Mayor, Community Assistance Unit**

Managed computers at Community Assistance Unit (CAU), Mayor's Action Center (MAC), and 59 remote Community Board offices throughout the city.

- Supported 300 users in all aspects of mainframe, microcomputer and local area network purchase, maintenance, use and training.
- Designed and installed City's FAQ interactive voice system.
- Hired and supervised trainer/technicians, outside maintenance technicians and programming consultants.
- Planned and led training sessions in mainframe and PC applications.

*Sep 68—Feb 86*

**Writer/Editor  
Time-Life Books, Marshall Cavendish, Harry Abrams, and other major publishers, New York and London**

- Edited and wrote for books and magazines on range of topics from science and history to anthropology and sports.

**Community Activist  
Various Groups**

- In New York City, presided over school PTAs and local park support groups. Active in block associations and School Board politics.
- For three consecutive years coordinated annual three-day international Antiquarian Book Fair.
- Manage 100-acre upstate bungalow colony.

**EDUCATION**

University of Nottingham, England. B.A., 1968. Major: history; minor, politics.  
Graduate study at Baruch College in Computer Business Systems.

**CITIZENSHIP**

Received United States citizenship September 22, 1982.

**REFERENCES**

Available on request.