Susan G. Worst
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Education

M.S.   Northeastern University, Boston, Massachusetts, May 2000
          Computer science, with database and software engineering concentrations

B.A.   Washington University, St. Louis, Missouri, May 1986
          Summa cum laude
          Biology major, math and English minors
          Honors thesis: "Molecular Characterization of Extensin and Extensin-like cDNAs
          Synthesized from Unwounded and Wounded Tomato Stems"

Professional Training:
       Boston University Metropolitan College
       • Web Technologies (JavaScript and ASP, fall 2002) and others
       Harvard Extension School
       • Web Development (fall 1997)
       • Oracle Database Administration (spring 2000), and others
       Isovera
       • Drupal in a Day workshop (2013)
       New Horizons
       • ColdFusion (2006)
       • Microsoft Internet Information Services (2011)
       • Microsoft SQL Server 2008 Database Administration (2010)
       • Microsoft SQL Server 2008 Reporting Services (2010)
       • Windows Server 2008 Administration (2013), and others
       An Event Apart web development conference, 2008, 2009, 2010, 2012, 2013

Professional Experience: Information Technology

Lecturer   2010–present
Department of Computer Science, Boston University, Boston, Massachusetts

Instructor for CS 103, "Internet Technologies and Web Programming," one of a series of courses for undergraduate non-majors. Topics covered include set and graph theory, algorithms, and creation of web pages and images using HTML, CSS, and GIMP/Photoshop.

Assistant Director for Administrative and Web Systems   2008–present
Senior Web and Database Developer   2005–2008
Web and Database Developer   2004–2005
Office of IT and Media Services, Harvard Divinity School, Cambridge, Massachusetts

Web: In 2011-13, served as HDS technical lead for the conversion of the Harvard Divinity School (1000+ pages), Andover-Harvard Theological Library (1500+ pages), Center for the Study of World Religions (400+ pages), and Women's Studies in Religion Program (100+ pages) websites to Drupal. Continue to create and enhance HTML and ColdFusion pages and applications outside of Drupal and supervise work by others. Review website changes for accessibility, usability, and standards compliance. Provide training

and documentation for business users responsible for making web updates.

Database: Create and maintain custom SQL Server database applications; create databases, tables, stored procedures, queries, reports, and import and export processes. Support vendor applications, including PowerCampus student information system and PowerFAIDS financial aid system. In 2008-09, served as technical lead for student information system implementation, which included documentation of existing systems, requirements gathering, data mapping, data validation, and creation of School-specific documentation. In 2013, began serving as HDS technical lead and local implementation manager for University-wide student information system project. Provide user training, both group and individual.

Information Systems Consultant (Application Developer)   2000–2004
eCommerce I/T, New England Financial / MetLife, Boston, Massachusetts
Designed, created, tuned, and maintained database software supporting the daily update and 24/7 display of financial information on customer, agent, and employee web sites. Designed and developed Microsoft SQL Server stored procedures, tables, indexes, views, and other objects. Did performance tuning and provided QA and production support. Served as lead developer for the migration of entire application from SQL Server 6.5 to SQL Server 2000. Ensured seamless interaction between SQL Server and web servers (running ColdFusion, Javascript, and ASP on Windows NT), Sybase Replication Server, MDI Gateway, DirectConnect, and CICS/COBOL systems.

Webmaster   1998–present
University Lutheran Church, Cambridge, Massachusetts
Create and maintain the 400-page University Lutheran Church web site (www.unilu.org), using HTML, Javascript, and Perl. Site averages 1000 visits per week; content includes weekly news updates; information on church programs and staff; password-protected members' area; and forms for members' use. Design, write copy, and create graphics for the site. Configured and administered Majordomo and MailMan mailing lists; administered domain e-mail; oversaw transition to Google Apps. Created separate related sites for church's art gallery (www.unilu.org/gallery), Jazz at the Church program (www.unilu.org/jazz), and student-run homeless shelter in church basement (www.hshsc.org).

Research Assistant / C++ Programmer   1998–2000
College of Computer Science, Northeastern University, Boston, MA
Developed software (C++, Sun OS) to analyze results of the Early Vocalization Analyzer (EVA), which detects acoustic landmarks in digitized recordings of infant speech. The software was used by Northeastern University speech and computer science researchers, with scientists at the Speech Technology Applied Research Corporation (Lexington, MA), as part of an NIH-funded effort to develop a tool for the early diagnosis of speech disorders.

Webmaster   1999–2000
Spiritual Life Office, Northeastern University, Boston, MA
Redesigned and maintained the Northeastern University Spiritual Life Office web site (www.neu.edu/spiritual_life/). This fifteen-page site included information about student groups and local places of worship, chaplain bios, and a calendar.

Teaching Assistant   1982–1984
Washington University, St. Louis, Missouri
Graded homeworks and exams for BASIC and FORTRAN programming courses offered by the Mathematics Department. Assisted computer users in student computer center several hours per week. Supervised assistant graders.

Other Professional Experience

Freelance Editor   1997–2002

Brookline, Massachusetts
Served as ghostwriter, contributing writer, developmental editor, designer, indexer, and/or fact-checker for various Unitarian Universalist Association publications. Indexed manuscripts for Beacon Press. Evaluated manuscripts for The MIT Press. Wrote and designed brochures for the Northeastern University Spiritual Life Office. Provided editorial assistance to individual authors.

Beacon Press, Boston, MA
Editor   1996–1997
Associate Editor   1993–1996
Acquired 10-15 books per year in women's studies, religion, and Jewish studies at this independent, nonprofit publisher of scholarly books. Recruited authors, negotiated contracts, edited manuscripts, and served as liaison between authors and Beacon staff during publication process.

Assistant to the Director   1990–1993
Provided editorial and administrative support to Beacon's director while acquiring and editing own books (3-4 per year).

Publicity Manager   1989–1990
Publicist   1988–1989
Arranged all publicity—including book reviews, author interviews, and bookstore appearances—for books published by Beacon Press.

Publicity Assistant   1987–1988
The MIT Press, Cambridge, Massachusetts
Submitted books to journals and magazines for review, solicited endorsements, wrote press releases, and otherwise supported efforts to publicize MIT Press books in computer science, cognitive science, economics, architecture, and history of technology.

Speaking

"PowerCAMPUS Vista Views: Taking It to the Next Level"
Presentation at the Ellucian Live conference, April 7, 2014

"PowerCAMPUS Merge People ID: The Missing Manual"
Presentation at the SunGard Higher Education Summit, March 21, 2011

Guest Lecturer on "Website Accessibility"
Harvard Extension School, Museum Studies E-130, "Museums and the Web," April 21, 2009

"Embedded Multimedia: A Beginner's Guide to Usability, Accessibility, and Standards Compliance"
Presentation to the Harvard ABCD-WWW Group (Harvard-wide organization of web developers), August 9, 2006

Guest Lecturer on "Website Usability and Accessibility"
Harvard Extension School, Museum Studies E-130, "Museums and the Web," March 22, 2006

"How to Get Published," presentation to the General Assembly of the Unitarian Universalist Association, annually from 1993 through 1997.

"The Future of Religious Publishing," presentation to the American Theological Library Association, June 1997.

"Publishing Academic Books for Popular Audiences," presentation to the annual conference of the

American Academy of Religion, November 1994.

Publications

"Vocalization Age as a Clinical Tool," by Harriet J. Fell, Joel MacAuslan, Linda J. Ferrier, Susan G. Worst, and Karen Chenausky. Presented at the Seventh International Conference on Spoken Word Language Processing (ICSLP), September 2002.
http://www.isca-speech.org/archive/icslp_2002/i02_2345.html

"Analysis of Infant Babbles by the Early Vocalization Analyzer," by Harriet J. Fell, Linda J. Ferrier, Carol Espy-Wilson, Susan G. Worst, Eric A. Craft, Karen Chenausky, Joal MacAuslan, and Glenna Hennessey. Presented at the American Speech-Language-Hearing Association (ASHA) Annual Convention, November 2000.
http://www.ccs.neu.edu/home/fell/EVA/EVAasha2000.html

"Tomato extensin and extensin-like cDNAs: structure and expression in response to wounding," by Allan M. Showalter, Jin Zhou, Dominique Rumeau, Susan G. Worst, and Joseph E. Varner. *Plant Molecular Biology,* Volume 16, Number 4 / April, 1991.
http://link.springer.com/article/10.1007/BF00023421

Awards

"Harvard Hero" Harvard University employee recognition award, 2012
"Divinely Done" Harvard Divinity School employee recognition award, 2006, 2007, 2009
Community Action Recognition Grant, recognizing "outstanding volunteer efforts" by employees, New England Financial/MetLife, 2002
Upsilon Pi Epsilon (computing and information science honor society), 1999
Phi Beta Kappa, 1985
Pi Mu Epsilon (math honor society), 1984
Presidential Scholarship, Washington University, 1982

Professional Service

Boston University Marsh Chapel and Religious Life Advisory Board, 2013-present.

Board of Trustees, Augsburg Fortress Publishers, Minneapolis, Minnesota, 2011-2017. Elected at the 2011 Churchwide Assembly of the Evangelical Lutheran Church in America.

Harvard Divinity School Staff Council, 2011-13, 2013-15. Elected position.
Harvard Divinity School Staff Committee, 2005-06. Appointed position nominated by peers. Activities included speaking to faculty, HDS Visiting Committee, and staff about efforts to improve school communication and morale.

Editor, Open Directory Project, 2000-2009. Edited listings in several categories (regional, reference, religion, arts, and sports) for "the largest, most comprehensive human-edited directory of the Web." www.dmoz.org

Student representative, Graduate Committee, College of Computer Science, Northeastern University, 1999-2000. Reviewed applications for admission to master of science program; participated in deliberations with other committee members.