

# Eric Schwarz

Business Researcher and Librarian

Eric@EricTheLibrarian.com

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## Summary

Librarian focused on business research and analysis, information architecture and knowledge management.

Seven years of corporate customer service experience.

Proficient in use of electronic databases (including Factiva, LexisNexis and Dialog) and able to learn new databases quickly.

Skilled in Web design, usability and data quality testing.

Leader within units of Special Libraries Association.

Seeking opportunity to capitalize on research and leadership abilities.

## Specialties

Business research, database research, customer service, training, editing, Web content development, programming, blog design and editing.

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## Experience

### **Reference Librarian (part-time) at Clarence Dillon Public Library, Bedminster, NJ**

January 2009 - Present (1 month)

Assist customers with research in print and electronic resources, in person and by phone/email, including on-site and remote use of databases. Lead a staff of two circulation assistants and a children's reference librarian.

### **Unit Leader (volunteer) at Special Libraries Association**

May 2006 - Present (2 years 9 months)

As 2009 president of the New Jersey Chapter (<http://units.sla.org/chapter/cnj>), I plan programming, develop online communication methods and disseminate industry and association information to about 300 local members. I served as Webmaster of the SLA's Rutgers University Chapter during my final semester of study. I have participated in regional meetings, and global conferences starting in 2006, as well as the 2008 and 2009 Leadership Summits.

*1 recommendation available upon request*

### **Customer Service Executive, Enterprise Media Group at Dow Jones (Factiva)**

May 2001 - Present (7 years 9 months)

I assist clients and colleagues in defining and refining business research needs using Dow Jones' Factiva and Newswires databases, and train users to research efficiently. This includes escalating complex inquiries within the company and to vendors. I help to manage enterprise-level accounts,

introducing and training users on new products and features. I have presented instructional material and industry resources to colleagues and have led product-testing initiatives.

*14 recommendations available upon request*

**Metadata Editor (contractor) at Washington Post.Newsweek Interactive**

September 2007 - March 2008 (7 months)

Edited and prepared archived articles for placement on Newsweek.com. This required significant editing of XML fields using changing rule sets for different file years.

**Reference and Adult Services - Library Intern at Princeton Public Library**

August 2006 - December 2006 (5 months)

Assisted customers with research requests in person, by phone and by email, including complex inquiries escalated from other libraries. Developed a database usage model, and produced statistics and graphics for presentation to library trustees. Hands-on assistance to patrons using the Internet and productivity software.

**Reporter/Photographer at Packet Publications (Princeton Packet)**

November 1999 - May 2001 (1 year 7 months)

Reported and photographed local events and issues for two newspapers, averaging 8-10 articles per week. Topics included profiles, features, government and police reporting.

**News copy editor at Herald News**

1996 - 1999 (3 years)

Edited articles for completeness, correctness, readability and style, fairness and accuracy.

Coordinated and laid out news articles, photos, and graphics, and wrote headlines and captions.

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## Education

**Rutgers, The State University of New Jersey-New Brunswick**

MLIS, Library and Information Science, 2004 - 2006

**Activities and Societies:** Rutgers University Special Libraries Association (Webmaster)

**Rutgers, The State University of New Jersey-New Brunswick**

BA, Journalism and Mass Media / English, 1988 - 1992

**Activities and Societies:** News editor, The Daily Targum

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## 15 people have recommended Eric

"I have known Eric for many years - since working with him in Customer Services until the present day when I need to contact his department to answer questions I am asked by my clients. I have always found Eric to be extremely knowledgeable, efficient and trustworthy. I never have any doubt that I am receiving the correct answer from him as I know he has thoroughly researched the question. His vast experience in answering both simple and complex issues means that he often knows the answer off the top of his head and can provide the solution straight away. I believe Eric is one of the great assets of Customer Services and of Dow Jones as a whole."

— **Emma Farmer**, *Account Development Executive - Business & Relationship Intelligence, Dow Jones*, worked with Eric at Dow Jones (Factiva)

"I have had the pleasure of working with Eric both as a colleague and as his manager. In the time that I worked with Eric I was always amazed by his depth of knowledge. You could ask him a question regarding product functionality and he would not only be able to provide you with an answer quickly but he would also be able to expand on that info ten fold. He is truly an asset to any organization."

— **Mark Gudekunst**, *Customer Service Manager, Americas, Dow Jones*, managed Eric at Dow Jones (Factiva)

"Eric is a thoughtful and creative leader for NJSLA and he really gets things done. He has launched several new initiatives for the chapter. He has an excellent command of technology tools and he is extremely conscientious in everything he does."

— **Barbara Burton**, *Consultant, Blue Bead Communications*, was with another company when working with Eric at Special Libraries Association

"I've had the pleasure to work with Eric since he joined Dow Jones/Factiva back in 2001. At the time we were colleagues at the research desk; later I became Eric's manager. Eric and I work in an industry which is always changing, and in which our offerings are always adapted to the newest technologies. For me it is sometimes hard to keep up with these changes. Not only does Eric do so with ease, but he is usually the "go to" person who most of his colleagues rightly expect will know the answer. He amazes me with the amount of industry knowledge and his ideas on how our products and offerings should evolve. In addition, Eric always advocates on behalf of our customers

and works well with our departments in making sure the necessary changes are enacted. Eric has been a very loyal employee. Should Eric decide on a role change within Dow Jones or on a position outside the company, that team will benefit greatly from his experience, professionalism, and enthusiasm. Best regards, Dennis Daly Dow Jones Insight Media Lab Manager Dow Jones & Company"

— **Dennis Daly**, *Integration Research Manager, Dow Jones & Co.*, managed Eric at Dow Jones (Factiva)

"Eric was a great resource to have in customer service and was very instrumental in troubleshooting and solving issues with my clients."

— **Danny Raja**, *Account Executive, Dow Jones, Factiva*, worked with Eric at Dow Jones (Factiva)

"Eric has demonstrated great dedication and professionalism in his work and toward our clients."

— **Helena Daoud**, *Sales, Dow Jones*, worked with Eric at Dow Jones (Factiva)

"fast & reliable, dedicated to finding suitable solutions"

— **Hendrik Ziel**, *Account Development Executive, Dow Jones (Factiva)*, worked with Eric at Dow Jones (Factiva)

"I've had the pleasure of working together with Eric for many years now. He is a key resource to the large global clients I am taking care of. They can depend on Eric when they need support on how to best use their various Factiva research tools to best meet their information needs. Eric always goes the extra mile to answer all questions as quickly and comprehensively as possible, and clients very much respect and value his skills and attitude. Also, no matter with which question or request for support I approach Eric internally, I can be sure to get top quality and skilled information and support. It's a great pleasure to work together."

— **Jürgen Engel** [juergen.engel@dowjones.com](mailto:juergen.engel@dowjones.com), *Global Account Development Executive, Dow Jones*, worked with Eric at Dow Jones (Factiva)

"Eric's depth of product knowledge and research skills are, and remain, indispensable in keeping our extremely demanding clients very happy. The Global Accounts Team has learned to depend on Eric for a variety of reasons. His responses to our clients were always extremely detailed, clear and timely. I could go on!"

— **Will Rosenthal**, *Global Account Development Executive, Dow Jones & Co/Factiva*, worked with Eric at Dow Jones (Factiva)

"Eric is very proactive, knowledgeable, interested, engaged and is constantly refining his skills. He completes projects on time, and goes above and beyond to get the job done."

— **Angela Rose**, *Account Development Executive, Dow Jones*, worked with Eric at Dow Jones

(Factiva)

"Eric has been a tremendous asset for the team that manages one of Dow Jones' biggest clients-IBM. We requested to have Eric assigned to be the overall Customer Service representative for IBM here at Dow Jones because we knew he would deliver the complete answers IBM would expect and do so in a timely manner. Eric will dig as far as necessary to get the correct answers. Eric also made suggestions to make a pilot of Dow Jones products be more productive. Eric is a regular attendee and contributor of our monthly meetings with IBM. I feel much more comfortable knowing that Eric is on our front lines supporting and trouble shooting issues for IBM."

— **Art Marini**, *global account executive, factiva*, worked with Eric at Dow Jones (Factiva)

"Eric is very thorough and patient when working with current and potential customers. He is great at proactively assisting clients and introducing new ways to use our products. I receive wonderful comments from my customers of instances where he has gone beyond the call of duty to help solve problems for them."

— **Linda Graham**, *ACCOUNT DEVELOPMENT EXECUTIVE, Dow Jones & Company (Factiva)*, worked with Eric at Dow Jones (Factiva)

"I have had the pleasure of working with Eric for several years now on large accounts. I have found Eric's strengths to be his focus on the customer and problem solving abilities. I feel confident that I can discuss a client situation with Eric, hand off the issue, and know that it will be resolved in an expert and timely manner. Because of Eric's expertise and diligence, our client base is happier and more loyal."

— **Scott Costantini**, *Account Executive, Dow Jones /Factiva*, worked with Eric at Dow Jones (Factiva)

"Eric takes pro active initiative to help his customers and colleagues. He is also prompt and thorough."

— **Cinda Dietrich**, *Account Development Executive, Dow Jones*, worked with Eric at Dow Jones (Factiva)

"Eric is excellent with customers, a skilled searcher and a pleasure to work with. He is focused and extremely thorough, and is an asset to our customers and our organization. On several occasions I have received glowing feedback from customers on Eric's service and ability to handle sophisticated research challenges."

— **Tim Sweeney**, *strategy & business development, Dow Jones*, worked with Eric at Dow Jones (Factiva)

[Contact Eric on LinkedIn](#)