

# Mary Helen Mack Last

## Contact

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## Education

City University London,  
MSc Library and Information Science  
With Distinction  
Sep 2022 - Oct 2023

University College Cork,  
Graduate Entry Medicine  
Aug 2016 - Sep 2017

University of the Arts London,  
MA Art and Science  
Aug 2014 - Jul 2016

University of Oxford  
Ruskin School of Art, Art and Anatomy  
Jun 2015

Santa Clara University  
Hons BA-Studio Art,  
Hons BSc-Biology, Minor-Chemistry  
Aug 2010 - Jun 2014

University of Sussex  
Semester exchange, Life Science  
Aug 2012 - Dec 2012

Danish Institute for Study Abroad  
Medical Biotechnology & Drug  
Development, Denmark/ Scotland  
Jun 2013

## Summary

Dedicated and versatile professional with an MSc in Library and Information Science with Distinction, a strong educational background encompassing a BA, BSc, and MA. As a Philomath and autodidact, I possess a natural inclination towards learning and constantly seek innovative strategies and tactical plans to drive projects forward.

With a proven ability to work both independently and collaboratively within teams, I excel in multitasking and thrive in fast-paced, time-sensitive positions. My track record demonstrates a knack for meeting stringent deadlines while maintaining a high level of quality. I engage with professors, colleagues, students, and other stakeholders in a collaborative and effective manner, addressing issues and developing efficient solutions. Having had the opportunity to travel in 25 countries across four continents, I am comfortable immersing myself in foreign environments and cultures. This exposure has enhanced my adaptability, cross-cultural communication skills, and ability to embrace diversity. I maintain a comprehensive skill set, including the creation of communication protocols, reporting structures, metadata, and efficient project, asset, and stakeholder management. I possess a well-honed collaborative style, which fosters strong working relationships and enables effective problem-solving.

Originally targeting a career in medicine, my early education centered biology, with parallel exploration of the arts. Upon realization that I was not enthusiastic about clinical practice, I withdrew from medicine and returned to my core values, fully pursuing my passions for information and intellectual challenge. As I embark on the next phase of my career, I am eager to apply my skills, adaptability, and enthusiasm to deliver innovative solutions and contribute to the success of organizations-- making a meaningful impact in the field, enhancing research, information management, and customer service in libraries and beyond.

## Experience

*Aug 2022- Sept 2022*

Reception and Accommodation Office Support • Kellogg College University of Oxford

- Serve as primary point of contact for Kellogg College via email, phone and written post communications
- Conducted inventory checks and assisted in assessments of Kellogg College accommodation in preparation for student tenant arrivals
- Managed branded merchandise: sales, inventory and till
- Contribute to making the salon atmosphere stylish and appealing by providing congenial hospitality, excellent service, and clean and well-designed spaces.
- Prepared student welcome packs and accommodation packs to provide both essential and social information to ensure a smooth transition to start of term

*Apr 2021- Jan 2022*

Manager • Science Fitness Boxing Studio

- Manage company funds, product sales, and till.
- Improved social media and website engagement; designing, filming and creating media
- Increased membership subscriptions by 10-20%
- Coordinated events and studio space sharing with partner organizations for promotion and fitness classes
- Implemented an organizational scheme to streamline the employee environment in two locations.

*Apr 2019-Present*

Vice Chair Merchandise/Marketing, Prior VC Social Media • Junior League of London

- Increased membership engagement and advertising reach
- Created and coordinated social media and digital marketing content/ campaigns
- Acted as social media liaison for communications committee on internal and external media platforms, including Instagram, Facebook, LinkedIn, Twitter, Hootsuite, and more.
- Designed and coordinated creation of branded merchandise for membership and partners
- Reduced organizational cost and increased profit margin for merchandise
- Expanded range of products available and implemented/ designed new range of seasonal and perennial designs

*Jun 2019- Apr 2021*

Receptionist • Popham Hairdressing

- Coordinate client and stylist schedules via phone, email, online booking schemes, and in person.
- Manage company funds, product sales, and till.
- Contribute to making the salon atmosphere stylish and appealing by providing congenial hospitality, excellent service, and clean and well-designed spaces.
- Handled application of new scheduling, hygiene, and distancing systems following COVID outbreak.

*Jun 2018-May 2019*

**Guest Services Representative • Black Butte Ranch**

- Acted as a company/client liaison, providing service and solutions for guest and homeowner concerns.
- Maintained company database to anticipate needs of team members and clients.
- Handled guest check-ins for events and accommodations.

**Additional Skills**

Metadata and Data Standards

Dublincore

Metadata crosswalks, mapping across schema, RDF, knowledge graphs, linked data, semantic web

HTML metadata coding for indexing and discovery on open web

Westlaw UK: basic and advanced certifications

Certified Lab Safety (SCU)

Fully Trained /Certified CPR (UCC)

MS Word, Excel, Publisher, Outlook, and PowerPoint; Adobe Photoshop and Lightroom ; Google Business, Sheets, Gmail, Docs, Drive

Intermediate Spanish

Beginner's Level French

Avid reader (800+ books annually)

Wine and Spirit Education Trust:

Level 2 awarded Nov 2019

Level 3 completed Nov 2020

**Communication and Exhibitions**

2018, 2019, 2020

Multnomah Athletic Club • Juried Art Exhibition • Exhibitor

Jan 2017

University College Cork • International Student Surgical Conference • Poster Presentation 2<sup>nd</sup> place prize

Jan 2015- Dec 2015

The CUBE London • Artist in Residence

May 2015

University of the Arts London • Interim Art Show • Exhibitor

2012, 2013

Santa Clara University • Juried Art Exhibition • Exhibitor/ Honorable mention