



# Stephen Chan

KNOWLEDGE PROFESSIONAL

## EXPERIENCE

### DIRECTOR OF KNOWLEDGE SOLUTIONS

*Womble Bond Dickinson (US) LLP | 2017 - Present*

Originate and oversee Knowledge Management department goals, objectives, strategies, and activities. Manage a team of knowledge workers who develop and support KM strategies and activities. Collect and analyze information from practice teams to identify needs, challenges and opportunities. Assess and document business requirements, make priority recommendations and advise on options and risks. Serve as translator of business needs into technical solutions to develop and integrate technology for lawyers. Leverage frameworks to identify business, functional, and non-functional requirements. Support translation of requirements into a solution design using recognized business analysis techniques. Lead cross-functional project teams to improve, enhance, and implement systems supporting business requirements. Research and bring forth to the KM team new KM-related technologies and methodologies. Champion the implementation and adoption of both new and existing KM-focused software and systems that maximize effective business processes and present solutions that further firm strategic goals. Collaborate with Information Technology on KM-related projects and strategic technology projects.

### DIRECTOR, FACULTY DEVELOPMENT & INSTRUCTIONAL DESIGN

*Forsyth Technical Community College | 2015 - 2017*

Provided leadership and vision for faculty development, instructional design, and promoted best practices and methodologies for effective ways to support teaching and learning. Lead the planning, development, and administration of policies, procedures, and faculty development curriculum of the Center for Transformative Learning (CTL). Supervised instructional designers, instructional technologists, and other support staff serving the CTL. Created, implemented, and evaluated strategies for continuous improvement of instructional practices, and effective use of innovative education technology and design principles. Advanced faculty development through Faculty Learning Communities (FLCs), and learning opportunities centered on the tenets of adult learning theory including trainings, workshops, and summer institutes. Collected, analyzed, and disseminated data to increase the CTL's impact on the academic community.

## CONTACT



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Winston-Salem, NC

## EDUCATION

Master's Degree, Educational Media  
Appalachian State University

Master's Degree, Library Science  
University of North Carolina at Chapel Hill


Juris Doctor, Law  
UNH Franklin Pierce School of Law


Bachelor's Degree, Sociology  
DePaul University

## BAR


Maryland State Bar


U.S. District Court for the District of  
Maryland

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## EXPERIENCE

### ASSISTANT DIRECTOR OF INFORMATION SERVICES & EDUCATIONAL TECHNOLOGY LIBRARIAN

*Campbell University School of Law | 2012 - 2015*

Actively worked with the library director to supervise staff and administer library management policies and procedures, and oversee staff workload changes. Instructor of an upper-level course in advanced legal research, including research methods and the effective use of print and online resources. Developed course material, syllabus, class schedule, course problems, and graded assignments, course problems, and final research paper. Provided reference and research services to faculty, students, and attorneys using print and online legal and non-legal resources, including federal and state codes and digests, case reporters, law reviews and journals, and federal and state administrative rules and regulations. Supported faculty teaching and scholarship by designing and developing research guides, course-related educational technologies, and online tutorials. Promoted the effective use of digital resources and instructional software in the classroom, and facilitated the use of technology-rich environments to improve student learning. Coordinated and conducted legal research workshops for faculty and students to improve their use of print and online resources. Provided library services to students, faculty, and patrons by facilitating the circulation of library materials, including interlibrary loan, and compiling and maintaining circulation statistics, reports, and borrower records. Designed, developed, and maintained the law school's website, monitor and evaluate the library's computer hardware and software, and collaborate with the IT department to ensure the library's resources are available on-campus and remotely.

### REFERENCE LIBRARIAN

*Campbell University School of Law | 2009 - 2012*

Provided reference services for faculty and students through one-on-one consultations, presentations and training sessions. Instructor of an upper-level course in advanced legal research, including research methods and the effective use of print and online resources. Worked actively with faculty to monitor research interests through one-on-one consultations, and provided faculty with teaching and scholarship support. Provided library services to students, faculty, and public patrons by facilitating the circulation of library materials, including interlibrary loan, and compiling and maintaining circulation statistics, reports, and borrower records. Designed, developed, and implemented circulation management policies, procedures, and practices that facilitated the circulation of library materials. Supervised and scheduled over 20 student assistants, and trained student assistants to provide circulation services via phone, email, and in-person accurately and effectively. Collaborated in the design and maintenance of the law school's scholarly repository. orem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus sed eros tincidunt, auctor sem vel, consectetur risus. Etiam non sem arcu. Ut nec dui eu lorem interdum tincidunt. Aenean varius diam luctus commodo. nec dui eu lorem interdum tincidunt. Aenean varius diam luctus commodo



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## EXPERIENCE

### INSTRUCTIONAL TECHNOLOGY GRADUATE ASSISTANT

*UNC-CH, Eshelman School of Pharmacy | 2008 - 2009*

Researched, analyzed, and recommended technology for faculty to enhance classroom pedagogy. Developed, implemented, and maintained instructional technologies for faculty, including interactive multimedia presentations and online course material. Created educational multimedia for distance learning environments that connected people with ideas and each other to discover, create, and share knowledge. Explored learning using virtual worlds and games.

### LAW LIBRARY GRADUATE ASSISTANT

*UNC-CH, Kathrine R. Everett Law Library | 2007 - 2009*

Performed research to support faculty teaching, speaking, and publication. Provided reference and research assistance to students and the general public. Used analytical and evaluation methods to research and analyze historical, secondary, and primary resources for a book project covering North Carolina sources of law and legal research strategies. Created and edited legal research instructional videos for the first-year legal research and writing course.

### SCHOLARSHIP RESOURCE LIBRARY GRADUATE ASSISTANT


*UNC-CH, Office of Scholarship & Student Aid | 2007 - 2008*


Researched and maintained scholarship collection of local and national organizations. Answered questions regarding outside scholarships via phone, email, and in-person. Identified scholarship application problems and develop solutions for scholarship applicants..

### ATTORNEY ADVISOR


*Social Security Administration | 2005 - 2007*


Assisted the Executive Counselor for Special Initiatives on a variety of agency-level initiatives, including agency-related legislation, program-related matters, and inter-agency administrative rules, regulation, procedures, and policies. Researched and analyzed legal issues on a variety of special initiatives pertaining to the Social Security Act, related laws, court decisions, rules, and regulations. Reviewed and analyzed facts and legal issues in legal reports, court pleadings, court documents and other legislative materials related to identity theft, privacy, and the impact of healthcare disparities on SSA's disability program. Prepared accurate and concise reports for meetings, briefings with senior staff as well as round-table conferences with practitioners that provided direction and guidance to adopt new methods and strategies related to identity theft, privacy, and healthcare disparities. Project lead responsible for tracking and compiling a history of SSA-related legislation from 1935 to the present, including legislation that amended the Social Security Act, required action by the agency, or affected all Federal agencies.

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## EXPERIENCE

### **COPYRIGHT INFORMATION SPECIALIST**

*Library of Congress, U.S. Copyright Office | 2004 - 2005*

Answered inquiries regarding Copyright Office procedures, regulations, and laws via phone, email, and in-person by conducting research and analyzing applications, deposits, and attachments for compliance with the requirements and formalities of copyright registration. Presented on the developing issues of copyright law in the digital age to library associations, attorneys, congressional representatives, creative artists groups, and the public. Answered questions and provided recommendations to all levels of management regarding the technical procedures of the Copyright Office. Worked collaboratively and effectively with supervisor and co-workers to provide visitors with guided and informative tours of the Copyright Office and its technical procedures.

### **ADMINISTRATIVE LAW DIVISION LEGAL INTERN**

*U.S. Army Judge Advocate General's Corps | 2003*

Researched and drafted proposed legislation for the National Defense Authorization Act. Prepared legislative comments for the U.S. Senate and House Armed Services Committees. Responded to Freedom of Information Act requests. Authored administrative opinions regarding USMA and ROTC cadet separations, and the Army Privacy Review Board.

### **CLEMENCY, CORRECTIONS, AND OFFICER REVIEW DIVISION LEGAL INTERN**

*U.S. Air Force Judge Advocate General's Corps | 2002*

Designed and developed a complex searchable database of over 600 general courts-martial. Analyzed and evaluated officer courts-martial cases for clemency recommendations to the Secretary of the Air Force. Performed research and analysis for articles published in a military legal periodical concerning sex offenders and rehabilitation issues, and military and civilian criminal sentencing practices.

### **INTELLECTUAL PROPERTY PARALEGAL**

*Lord Bissell & Brook | 1999 - 2001*

Managed and maintained over 10 pharmaceutical patent litigation files, including organization of over 150,000 production documents per file. Performed research and analysis of document productions, including pleadings, motions, patents, and patent applications. Prepared exhibits and case information for depositions, and conducted off-site substantive document reviews.

### **GENERAL PRACTICE PARALEGAL AND OFFICE MANAGER**

*Law Offices of Lee S. Schneider, Ltd. | 1999*

Supervised and maintained over 150 open case files, including 45 cases in litigation. Drafted and prepared complaints, motions, memoranda, settlement documents, and demand letters. Performed legal research and writing, including abstracts of depositions, insurance policies, and other client information.



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## SKILLS

- *Applications and Software:* Neota Logic, Blue Prism, Document Automation, OCLC, LibGuides, HTML, CSS, ColdFusion, Dreamweaver, Photoshop, Audition, Captivate, Camtasia, Tegrity, TurningPoint, Paint.NET, GIMP, SeaMonkey, Audacity, Quicktime, Blackboard, Moodle, Microsoft Office suites including Word, PowerPoint, Excel, Access, Visio, and Publisher.
- *Research Databases:* WorldCat, FDsys.gov, Congress.gov, PACER, Fastcase, Casemaker, LoislawConnect, Bloomberg Law, ProQuest, CCH IntelliConnect, HeinOnline, JSTOR, Index to Legal Periodicals, LegalTrac, LexisNexis, Westlaw.
- *Integrated Library Systems:* SirsiDynix Symphony.

## HONORS

- American Association of Law Libraries, George A. Strait Minority Scholarship
- Chinese American Librarians Association, Sheila Suen Lai Scholarship
- American Library Association, Spectrum Scholarship
- University of New Hampshire School of Law, Academic Scholarship
- Alpha Kappa Delta, International Sociology Honor Society, Member

## ACTIVITIES

- Campbell University School of Law, Library Committee
- Campbell University School of Law, Technology Committee
- Special Libraries Association, UNC SILS Student Chapter President
- University of New Hampshire Law Review, Senior Articles Editor
- University of New Hampshire Law Review, Associate Editor
- University of New Hampshire School of Law Legal Skills Program, Head Faculty Assistant
- University of New Hampshire School of Law Legal Skills Program, Faculty Assistant
- American College of Trial Lawyers, National Trial Competition, Regional Quarterfinalist