Profile

Linda
First Name

Middle Initial

Nellett
Last Name

███████████
Email Address

███████████
Street Address

Suite or Apt

Napa
City

CA
State

94559
Postal Code

Mailing Address (if different than Resident Address above)

███████████
Primary Phone

Alternate Phone

Length of Residence in the City of Napa:

Nearly 9 years

Length of Residence in the County of Napa:

Nearly 9 years

Registered to vote in the City of Napa?

⊙ Yes ○ No

Crowe LLP
Employer

Associate Director
Job Title

Ethnicity *

☑ Caucasian/Non-Hispanic

Interests & Experiences

Which Boards would you like to apply for?

Napa County Library Commission: Submitted

Linda Nellett

Community Service Experience:

I have not participated in city or county community service agencies since relocating to Napa, but was heavily involved in community work from 1993 through 1997 in the Albany Park neighborhood of Chicago. In Napa, I have been a volunteer and foster with local animal rescue organizations, including Jameson Rescue Ranch; Whiskers, Tails and Ferals; and currently with Gunter's Legacy Animal Rescue.

Education:

Bachelor of Liberal Arts and Science, June 1990, University of Illinois at Chicago, Chicago IL. Master of Library and Information Science, January 2002, Dominican University, River Forest IL.

Other relevant experience or expertise:

I was an active participant in the 2023 Napa City Academy. I wanted to learn more about City operations in order to be a better advocate for important initiatives and combat misinformation.

Additional Questions

What is your understanding of the role and responsibility of this board?

The library commission acts as an advisor to the County Board of Supervisors and Library Director. Commission members represent the residents of Napa County and act as information conduits amongst the residents, elected officials, and library leadership.

Have you ever attended a meeting of this board? If so, how many?

Yes, I attended one virtual meeting.

What duties of this board are most interesting to you?

Working with the Library Director and Board of Supervisors to better serve the Napa County community. Championing the library and a diverse selection of materials. Communicating the value of the library to the community.

What activities of this board are least interesting to you?

Unsure.

What programs or projects would you like to see improved or implemented?

Increasing the diversity of the electronic materials collection (ebooks, audio books, etc.), as well exploring ways to expand the Library of Things.

How would you approach improving these project(s) or program(s)?

Develop a better understanding of the collection development plan and how community members can help contribute to it. Research approaches and lessons learned from other libraries in expanding LOT offerings.

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Are you involved in any organizations or activities that may result in a conflict of interest if you are appointed to this board?

No

Please list two local references and their phone numbers:

Karen Mattingly ███████████ Brooke Sinnes ███████████

How did you learn of this vacancy?

☑ Other

Linda Nellett

Linda Nellett

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Summary

More than 20 years of experience in connecting people with resources and experts to solve problems and make a difference. Successful knowledge management (KM) career in professional services focused on creating and supporting platforms and processes to enable the delivery of exceptional projects and services to clients. Value the spark of ideas from a team and the space to integrate that collaboration independently. Curious and inquisitive. Focus on the user, efficiency, and effective governance.

Professional Experience

Crowe LLP, San Francisco CA   2018 - Present

Associate Director
Lead and execute the knowledge management strategy for the Crowe US Audit and Assurance business unit.
- Directed the development and deployment of the first M365/SharePoint Online knowledge management (KM) solution for Crowe US to provide authoritative guidance and resources to the Audit and Assurance business unit.
- Established and implemented knowledge platform governance and taxonomy.
- Designed and implemented performance measures and feedback mechanisms to fine tune user experiences.
- Continue to guide further development of KM solutions and taxonomy to support knowledge discovery through AI, as well as traditional browser-based systems.
- Collaborate on communications planning and change management, including developing written and video communications and training.
- Direct KM product team, both US and India-based, to configure and maintain KM solution.

Deloitte, San Francisco CA   2014 – 2018
Deloitte, Chicago, IL   1998 – 2014

Senior Manager, Knowledge Services   2015 – 2018
Create and lead the development and execution of knowledge management priorities for the Assurance, Managed Risk Services, and Advisory Ventures Fund businesses in Risk and Financial Advisory.
- In consultation with leaders and stakeholders, craft knowledge plans and metrics-driven analysis to support achievement of strategic objectives.
- Plan, manage, and execute projects to develop and maintain practice resources on the SharePoint global intranet portal with emphasis on user-centric, responsive layout and design.
- Secure and curate content to support client conversations, pursuits, and engagement delivery.
- Coach two US team members; develop and manage two "virtual shadow" team members in offshore operations center in India.
- Recast, promote, and maintain an online toolkit to support client relationship building and targeting; develop and deliver virtual classroom training on the toolkit for a global audience.
- Collaborate using Yammer, OneDrive, and Teams with US and offshore team members on continuous improvement of governance, operations, content management processes, and taxonomy.

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Senior Manager, Audit and Enterprise Risk Services (AERS)   2008 – 2015

Managed operations of the AERS knowledge management team of six professionals in the US and seven offshore professionals in India.

- Co-led the integration of the AERS and Financial Advisory knowledge management programs, including integration of staff, processes, and content for FY16 launch of new Risk and Financial Advisory business.
- Guided working teams in India to manage content processes and knowledge management system support.
- Coordinated the roll-out of tailored SharePoint team sites in AERS for client collaboration. Created communications, presentations, and training materials customized to AERS.
- Liaised with knowledge management professionals in other business units on governance, taxonomy, content management, intranet SEO, and social media initiatives.
- Directed and executed the creation, promotion, and maintenance of intranet-based communities of practice for AERS service lines such as Cybersecurity, Risk Management, Internal Audit, and Assurance using SharePoint and Yammer.
- Counseled and managed four direct reports to deliver custom knowledge management plans for Cybersecurity, Internal Audit, and Assurance practices.

Manager, Audit and Enterprise Risk Services (AERS)   2002 – 2008

- Counseled and managed four direct reports in U.S., providing direction on team priorities and project direction.
- Created and delivered presentations about knowledge management to managers, senior managers, and partner/directors of AERS during quarterly training sessions and leadership meetings, leading to increased adoption and use of knowledge management systems and tools.
- Facilitated development of methodologies for delivering key services.
- Worked with Information Technology team on business requirements for enhancing and the AERS knowledge management portal.
- One of three working team participants to select an enterprise taxonomy management tool (Synaptica).
- Established and guided two new teams in India offshore operations center to manage content processes and daily knowledge management system support.

Team Lead/Content Manager, Enterprise Risk Services (ERS)   1998 – 2002

- Migrated KM system to SharePoint: partnered with technology team to document requirements for end user and back-end functionality; created an information architecture to support intranet navigation; updated content management process and governance approaches; migrated over 3,000 assets.
- Coordinated roll-out of the initial knowledge management program and system for global ERS practice: updated metadata schema to accommodate multiple business taxonomies; enhanced governance and content processes; created documentation for content management system and delivered training to member firm content managers; executed change management and wrote communications.
- Supported launch of first knowledge management program and system for the US ERS practice: created processes for content management and governance to support regulatory and risk management requirements; established metadata schema for content organization and retrieval.
- Developed and delivered in-person and virtual classroom training in Midwest region and nationally.

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Prior Experience

Team TECH/AmeriCorps*VISTA, **United Way/Crusade of Mercy**, Chicago IL

Director of Research, **Easter Seal Society of Metropolitan Chicago**

Annual Fund Assistant, **Heartland Alliance for Human Needs & Human Rights**, Chicago IL

Campaign Assistant/Prospect Researcher, **Glenwood School**, Glenwood IL

Education and Certifications

KCS v6 Fundamentals

Dominican University, River Forest IL

Master of Library and Information Science. Course concentration in knowledge management and information technology.

University of Illinois at Chicago, Chicago IL

Bachelor of Liberal Arts and Science. Majored in Anthropology. Graduated with honors.