

Emily Esten

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Summary

Emily Esten (they/them) brings documentation, training, and coding together to help others succeed. In Emily's varied work experience - from project lead to curator, educator to site developer - their primary focus has been shaping collaborations, training, and programming for community-oriented tech work.

Professional Experience

Knowledge Futures | Customer Success Manager | Remote | 2024-2025

Built and implemented customer success operation, supporting users through complex setups and different platforms

- Established best service practices for customer support and knowledge base management
- Troubleshooted and resolved daily email, Salesforce, Slack and GitHub-based support inquiries
- Led technical onboarding for new partners during software migration, establishing best practices
- Wrote reactive and proactive internal and external documentation, including tutorials, FAQs, and guides
- Surfaced common needs, bugs, or feature requests to product team
- Identified opportunities for product development based on customer priorities

Knowledge Futures | Project Lead, DocMaps| Remote | 2022-2024

Managed partnerships, outreach, and documentation for the DocMaps project, driving it from idea to implementation

- Conceptualized, launched, and managed DocMaps community open-source infrastructure
- Engaged with new partners to understand technical and organizational needs for metadata framework
- Worked with developers to coordinate the building, testing, and launch of DocMaps integrations
- Managed the release and announcement of new related tools, integrations, news, and other updates
- Participated in community-building efforts to increase momentum for openly accessible peer review

Penn Libraries | Curator of Digital Humanities | Philadelphia, PA | 2021-2022

Expanded digitization, access, and use of Penn's library collections as data to facilitate new scholarship

- Promoted the access and use of digital library collections by developing small-scale coding projects
- Facilitated working groups & webinars related to advancing library collections as data
- Developed training materials for digital tools, methods, and approaches to scholarship
- Built and maintained relationships with key internal/external researchers, developers, and partners
- Provided consultations for researchers across the research lifecycle

Penn Libraries | Judaica Digital Humanities Project Coordinator | Philadelphia, PA | 2019-2021

Managed project portfolio to model creative ways of working with library collections as data

- Coordinated the successful completion of multiple phases of international crowdsourcing project
- Monitored and evaluated project data & activity, creating reports on performance & impact
- Responded to daily user questions and concerns from email, forums, and other channels
- Developed accessible multimedia tutorials and guides for 5,000+ active multilingual users
- Facilitated workshops, webinars, and events for participants involved in the project
- Provided administrative and website management support for the site

University of Pennsylvania | Instructor, DREAMLab | Philadelphia, PA | 2021-Present

Developed and co-teach an annual weeklong course about data literacy for digital community engagement projects

- Mentored graduate students and early-career library professionals to build a static website
- Reviewed course tech stack to ensure ease of access and use for data wrangling and publishing
- Collaborated with co-instructors on the development and delivery of the course

Freelance | Arts Critic | Remote | 2019-Present

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- Author theatre and art exhibit reviews for a Philadelphia online nonprofit arts and culture journal
- Communicate with editors and press agents to ensure timely and engaging content
- Maintain relationships with local venues and cultural organizations to keep abreast of potential pitches

Freelance | Site Designer | Remote | 2019-Present

- Designed three websites in Wordpress and Jekyll, enhancing user experience
- Developed custom WordPress theme following UX design consults for the website
- Ensure website quality and efficiency by conducting regular test plans for plugin updates and backups

Education

Brown University Providence, RI
Master of Arts, Public Humanities 2016-2018

University of Massachusetts Amherst Amherst, MA
Bachelor of Arts, History & Digital Humanities 2013-2016

Skills & Certifications

Technical Skills: Python, Jekyll, HTML5, CSS3, R (limited), SQL (limited)

Project Management: Airtable, GitHub, Google Suite, Salesforce, Slack, Zoom

Languages: English (native), Spanish (A2)

Certification: Instructor Training from [The Carpentries](#) (2022), Data Engineering Path from [Dataquest.io](#) (2024), AVE Global. Curso Intermedio B1.1 from Instituto Cervantes (2025)

Organizations & Memberships

NISO Manuscript Exchange Common Approach (MECA) Standard | Standing Committee Member | 2024-Present

The Association for Computers and the Humanities | Executive Council Representative | 2025-Present

National Emerging Museum Professionals Network | Director of Communications | 2020-2022

Selected Projects

DocMaps | Project Lead | docmaps.knowledgefutures.org

A community-endorsed framework for capturing valuable context about the processes used to create documents in a machine-readable way

The SNL Coefficient | Project Co-Creator | snl-coefficient.github.io

A series of visualizations to understand the role of Saturday Night Live alumni in the media landscape"

It Happened in Hartford | Site Developer | twainsworld.org

A digital exhibition documenting 150 years of the Mark Twain House and Museum

Journey75 | Site Developer | journey75.org/

A magazine of the Nook Farm Writers Collaborative, a project of the Mark Twain House and Museum"

Contingent Magazine | Site Developer | contingentmagazine.org/

A nonprofit history magazine for historians outside the tenure-track professoriate

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Audubon in Action: Creative Approaches to Data | Project Lead |

github.com/upenndigitalscholarship/audubon-birds-of-penn

Consider the depiction of wildlife data through visual, aural, and interactive data representation

Collections as Data at Penn Libraries | Project Lead |

github.com/upenndigitalscholarship/collections-as-data-notebooks

Jupyter notebook tutorials for exploring Penn Libraries' digital collections

Scribes of the Cairo Geniza | Project Coordinator | scribesofthecairogeniza.org

A Zooniverse project sorting and transcribing fragments of pre-modern and medieval Jewish texts

Selected Publications

- "Mapping the preprint review metadata transfer workflows" MetaArXiv Preprints (2024). DOI: <https://doi.org/10.31222/osf.io/yu4sm>
- "Combining Values of Museums and Digital Culture in Digital Public History" In Handbook of Digital Public History edited by Serge Noiret, Mark Tebeau and Gerben Zaagsma, 107-120. Berlin, Boston: De Gruyter Oldenbourg, 2022. <https://doi.org/10.1515/9783110430295-009>.
- Guest Editor, "Introduction: Scribes" Startwords 2, (2021). DOI: <https://startwords.cdh.princeton.edu/issues/2/>.
- "Scribes of the Cairo Geniza." Visualizing Objects, Places, and Spaces: A Digital Project Handbook (2021). <https://doi.org/10.21428/51bee781.0afc1687>
- "Digital Second Edition of Judaica Americana: A Bibliography of Publications to 1900" Journal of Open Humanities Data 6, no. 4, (2020). DOI: <https://doi.org/10.5334/johd.15>.
- "Scribes, Scholars, & Scripts: Reviewing Data from Scribes of the Cairo Geniza." Manuscript Studies: a Journal of the Schoenberg Institute for Manuscript Studies 5, no. 2, (2020). DOI: <http://doi.org/10.1353/mns.2020.0016>.
- "Documenting the Use of the Smithsonian Learning Lab Among Smithsonian Museums, Research Centers, and Programmatic Offices". Smithsonian Center for Learning and Digital Access (2017). URL: https://learninglab.si.edu/cabinet/file/edc7e1f0-fc84-40eb-8cd2-cdf51ad7958a/Smithsonian-SCLDA_InternalLearningLabUsage_Report.pdf

Selected Conferences

- Diversification and Decentralization of Peer Review • A Panel at the Society for Scholarly Publishing • May 2025
- Collections as Data: Judaica Digital Humanities at the Penn Libraries • Modern Language Association • January 2023
- Meet the Scribes of the Cairo Geniza Project Team • A Roundtable at Crowdsourcing and the Humanities: Roundtable Discussions Celebrating Scribes of the Cairo Geniza (Scribes of the Cairo Geniza; Princeton University//Virtual) • April 2021
- Building a Judaica DH Program • A Paper at #DHJewish - Jewish Studies in the Digital Age (Luxembourg Centre for Contemporary and Digital History (C²DH); University of Luxembourg//Virtual) • January 2021
- Interpreting Jewish History in Museums and Public History Settings • A Twitter Chat at NCPH 2020 (National Council for Public History; Atlanta, Georgia//Virtual) • March 2020
- Cultivating Community with the Cairo Geniza • A Lightning Talk at MCN 2019 (Museum Computer Network; San Diego, California) • November 2019