

# Matt Archer

Email contact available through website form • <https://www.mwarcher.com>

## Skills

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Social Justice and Institutional Equity | Teaching and Training | Faculty/Staff/Student Success and Guidance  
Qualitative Research | Workshop Facilitation | At-Risk Student and Staff Support | Program Management

## Education & Licensure

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OAKLAND UNIVERSITY – Rochester, MI

PhD; Educational Leadership – Diversity & Social Justice Education

EASTERN MICHIGAN UNIVERSITY- Ypsilanti, MI

MA; Educational Leadership – Higher Education/Student Affairs

UNIVERSITY OF SOUTH CAROLINA– Columbia, SC

BA; Music/Education

UNIVERSITY OF ILLINOIS – Champaign, IL

Grad/Professional Cert.; [Information Accessibility Design and Policy](#) (Title II/III Digital Accessibility)

PK-12 TEACHING LICENSURE\* – Arizona, Illinois

*\*Available upon request*

## Awards

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King-Chavez-Parks (KCP) Future Faculty Fellowship (\$35,000), Oakland University/State of Michigan (2022-2024)

24th Annual ACM CSCW [Publication and Conference] (2021) <https://cscw.acm.org/2021/awards/>

Best Paper Award [1%], and Impact Recognition Award [demonstrable real-world impact]

Settlemoir-Dzwik Academic Leadership Endowment Award (\$2000), Oakland University (2020)

Outstanding Graduate Paper Award (\$500), LGBTQ Research Symposium at the University of Illinois (2020)

<https://lgbtresearch.weebly.com/2020-paper-award-recipients.html>

University of South Carolina Outstanding Freshman Advocate – Finalist (Undergraduate)

## Publications/Peer Service

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Archer, M. W. (2025). *Asexuality and disability: Structuring and exploring education-centric theories through combined experience*. (Publication no. 32166130). [Doctoral dissertation, Oakland University]. Proquest Dissertation Publishing. <https://www.proquest.com/docview/3255259252>

Archer, M. W. (2022). Homonormativity. In K. K. Strunk & S. A. Shelton (Eds.), *Encyclopedia of Queer Studies in Education*. (pp. 284-289). Brill Publication. [https://doi.org/10.1163/9789004506725\\_056](https://doi.org/10.1163/9789004506725_056)

Archer, M. W., & Zytke, D. (2019). Social matching systems for research collaboration: A profile page design for university faculty. *CSCW '19 Conference Companion Publication: Computer Supported Cooperative Work and Social Computing*, 146-150. <https://doi.org/10.1145/3311957.3359459>

Bohonos, J., Kwon, C., Gehran, L. & Archer, M. W. (2024). Artistic autoethnography in Human Resource Development: Deepening empathy and affective understanding to forward Diversity, Equity, Inclusion, and social justice in the workplace. *New Horizons in Adult Education and Human Resource Development*, 36(3), 162-175. [Solicited]. <https://doi.org/10.1177/1939422524126>

Kwon, C. & Archer, M. W. (2022). Conceptualizing the marginalization of people with disabilities in organizations using an ableism lens. *Human Resource Development Review*, 21(3), 324-351. <https://doi.org/10.1177/15344843221106561>

Kwon, C. & Archer, M. W. (2025). Does Critical HRD really exist outside academia? An interview study with nine Critical HRD scholars. *European Journal of Training & Development*, 49(1/2), 26-42. <https://doi.org/10.1108/EJTD-05-2023-0070>

Kwon, C., Guadalupe, S., Archer, M. W. & Groomes, D. (2023). Understanding career development pathways of college students with disabilities using Crip Theory and the Theory of Whole Self. *Journal of Diversity in Higher Education*. 16(4), 520–525. <https://doi.org/10.1037/dhe0000464>

Zytke, D, Furlo, N., Carlin, B., & Archer, M.W. (2021). Computer-mediated consent to sex: The context of Tinder (LGBTQIA+/Greek Life). *Proceedings of the ACM on Human-Computer Interaction*, 5(1), 1-26. [Awarded]. <https://doi.org/10.1145/3449288>

Peer Reviewer – *Journal of Diversity in Higher Education* – 2024-present

Peer Reviewer – *New Horizons in Adult Education & Human Resource Development* – 2024-present

Graduate Contributor – *Lean Leadership Series* (6 books, Ed. Shannon Flumerfelt), *Productivity Press* – 2023-2025

## Presentation Activities

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Archer, M. W. (2025, July 22) *Disability social justice in design contexts* [seminar]. University of Michigan Human-Centered Design NSF Research Experience for Undergraduates (REU) Regarding Disability and Digital Accessibility, Flint, MI, United States [Grant supporter, Solicited]. <https://www.umflint.edu/cit/nsf-reu-in-digital-accessibility/>

Archer, M. W. (2025, May 19-23). *Historical timelines of equity* | *Campus agents of change* (panel facilitator) | *Strategizing for change*

- assessment [Workshop training facilitation]. Five Days for Change Employee Institute/Intercultural Competence. UIUC Office of the Vice Chancellor for Diversity, Equity, and Inclusion (OVCDEI), Champaign, IL, United States. <https://diversity.illinois.edu/diversity-campus-culture/event-series/5-days-for-change/>
- Archer, M. W. (2024 Aug 19-23). *The do's and don'ts of classroom management for Teaching Assistants | Teaching Evaluation and Supervision ("Microteaching")* [State evaluation]. UIUC Center for Innovation in Teaching and Learning - Graduate Academy for College Teaching, Champaign, IL, United States. <https://citl.illinois.edu/citl-101/teaching-learning/conferences-workshops/grad-academy-for-college-teaching>
- Archer, M. W. (2024, Jan 8-12). *Power, privilege, and oppression | Identifying issues & organizing change | Building coalitions for change* [Workshop training facilitation]. Five Days for Change Employee Institute/Intercultural Competence. UIUC Office of the Vice Chancellor for Diversity, Equity, and Inclusion (OVCDEI), Champaign, IL, United States. <https://diversity.illinois.edu/diversity-campus-culture/event-series/5-days-for-change/>
- Archer, M. W. & Kwon, C. (2023). *Dominance, power, resistance, and context: How Critical HRD is conceptualized and engaged*. Academy of Human Resource Development Annual Conference. <https://www.ahrd.org/page/2023-schedule-by-author>
- Archer, M. W. & Kwon, C. (2022). *Exploring othering through the lens of ableism*. [Workshop presentation] Oakland University Diversity Challenge, 2022. <https://oakland.edu/diversity/diversity-challenge/>
- Archer, M. W. & Mollet, A. L. (2021, Mar 22) *"I'm never going to be one of the cool kids": A qualitative study of asexual students' navigating expectations* [Paper presentation]. NASPA, Student Affairs Administrators in Higher Education, Virtual Conference. <https://conference.naspa.org/>
- Archer, M. W. (2020, May 22-23). *Asexualities in higher education: A call to scholarship* [Paper presentation]. LGBTQ Research Symposium at Urbana-Champaign, Champaign, IL, United States. <https://lgbtresearch.weebly.com/> (Awarded) (Conference cancelled due to COVID-19)
- Archer, M. W. (2018, Nov 7). *Spectrums of identity; Discussions of normativity and asexuality*. [Conference presentation/Workshop session]. SexPo: Sex Positive Sexual Education, Health, and Resource Fair at the College for Creative Studies, Detroit, MI, United States. <https://www.collegeforcreativestudies.edu>
- Archer, M. W. (2018, Jan 26). *Creating brave spaces with our language: Theories and literature on bridging gaps in discomforting dialogues* [Poster presentation]. Bridging Our Divides: Bringing Theory to Practice, Campus Dialogues series [American Association of Colleges and Universities grant] at Eastern Michigan University, Ypsilanti, MI. <https://www.emich.edu/studentaffairs/news/grant-awarded.php>
- Archer, M. W., Morton, T.K., Eagan, C., Williams, J., & Walters, T. (2016, Oct 16-17). *Queerness and the intersections of your LGBTQIA+ higher education interns* [Panel presentation/Workshop session]. American College Personnel Association (ACPA)-Michigan Annual Conference at Wayne State University, Detroit, MI. <https://www.myacpa.org/events/michigan-cpa-fall-conference>
- Furlo, N., Archer, M. W., & Zytoko, D. (2021). *Computer-mediated consent to sex: The context of Tinder* (LGBTQIA+/Greek Life). ACM CSCW 2021 Virtual Conference. <https://cscw.acm.org/2021/awards/>
- Kwon, C., & Archer, M. W. (2022). *Conceptualizing the marginalization of people with disabilities in organizations using an ableism lens*. Academy of Human Resource Development Annual Conference. <https://www.ahrd.org/page/2022-annual-conference>
- Mollet, A. L., Archer, M. W., & McGhee, A. (2021, Jun 4). *A discussion of asexual research and researchers*. [Roundtable facilitation]. LGBTQ Research Symposium at University of Kansas, Lawrence, KS. <https://lgbtresearch.weebly.com/>

## Collegiate Classroom Experience

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### University of Illinois at Urbana-Champaign

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|-----------------------------------------------------------------------------|---------------|
| EDUC 199 – Social Identity in Residence Hall Communities (curriculum dev.)  | (2 semesters) |
| EPSY 203 – Perspectives in Disability Social Justice (IOR)                  | (2 semesters) |
| IS 529 – Doctoral Student Proseminar (guest/co-lecture and curriculum dev.) | (2 semesters) |

### Oakland University

|                                                                                 |               |
|---------------------------------------------------------------------------------|---------------|
| EL 6685 – Leading Effective Orgs: Inclusion/Social Justice (w/ Dr. Thandi Sulé) | (2 semesters) |
| HRD 4950 – HRD Internship Supervision (w/ Dr's. Kwon, Nowakowski, & Price)      | (2 semesters) |
| HRD 3230 – Fundamentals of Human Interaction (w/ Dr. Chang-kyu Kwon)            | (3 semesters) |
| HRD 3100 – Intro to Human Resource Development (w/ Dr. Chang-kyu Kwon)          | (3 semesters) |

### Eastern Michigan University

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|--------------------------------------------------|--------------|
| UNIV 101 – Transfer and second-time takers (IOR) | (1 semester) |
| UNIV 101 – General Admit (IOR)                   | (1 semester) |
| UNIV 101 – Federal TRIO Program (IOR)            | (1 semester) |
| UNIV 101 – Non-Traditional Learners (IOR)        | (1 semester) |
| UNIV 101 – EMU Edge Program, required lab (IOR)  | (1 semester) |

## Student and Academic Affairs Employment History

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UNIVERSITY OF ILLINOIS SCHOOL OF INFORMATION SCIENCES– 501 E Daniels St – Champaign, IL  
*PhD Program Coordinator | Coordinator of Academic & Student Affairs* – September 2023 to July 2025

- ◆ Served as primary point-of-contact and direct day-to-day operations of the PhD Program in Information Sciences:
  - Primary solution point for current students, potential students, external stakeholders, and University collaborators (including AITS, University Housing, ENGR-IT, and the Graduate College).

- Directly responsible for strategic scaling of processes, projects, policies, workflows, and support structures upwards to meet the growth needs of the program (~30 students before COVID to ~170 students now).
- Project coordinator for collaborative programmatic and programming efforts within the PhD program including program data and recommended practice.
- Provide team leadership, data points/metrics, facilitations and strategic guidance to various leadership points within the iSchool, including Student Affairs, Academic Affairs, and Research Services.
- Primary point of service for student requests for advocacy and change, particularly in terms of social need and community integration.
- ◆ Provided holistic and integrated support for PhD students in the IS program, monitoring and bolstering their efforts towards graduation from program entry to degree conferral:
  - Supported PhD students as they progress through coursework and dissertation stage-work by providing guidance on policy, procedures, timelines, and deadlines.
  - Ex-Officio member of the Doctoral Studies Committee, representing the needs of doctoral students and providing needed initiative planning and advocacy.
  - Provided appropriate referrals to school and campus resources.
- ◆ Scaled efforts of the i-School upwards to meet with rising need, accompanying incoming classes of PhD students numbering 30+ (Total cohort 170+):
  - In tandem with the Doctoral Studies Committee (DSC) and Program Director, created a syllabus for Proseminar/Introduction to Doctoral Studies and designed instruction for integrating students into the doctoral experience and provided needed milestones, teaching education, research education, and administrative assistance
  - Supervised and coordinated student services activities including PhD Visit Day, New Student Orientation, and workshops/panels designed to guide students through program stage-work milestones such as Field/Qualifying Exams, Preliminary Exams, Final Exams, and dissertation deposit.
  - Managed marketing, including website design and changes; program handbook design, policy, and changes; and student SharePoint/wiki management
  - Fully coordinated admissions communications, one-on-one-meetings, tours, and events with potential PhD students and families, including information about the program as well as management of inquiries regarding outcomes and transition into the program
  - Assisted the iSchool Records team and assessment coordinators with construction of new critical data points for the program.
- ◆ Managed the admissions, records and employment needs of 170+ doctoral students within the iSchool, doctoral students from Informatics (~40+), and student employees from external Masters and Doctoral programs (50+):
  - Fully managed the PhD student appointment funding process each semester, including Research Assistant appointments, Teaching Assistant appointments, Fellowships, Courtesy and Stand-Alone waivers, financial planning, Gift account/Grant reconciliation, course planning and coverage, and Graduate College/Human Resources communications.
  - Coordinated TA “pipeline” - scaffolded training opportunities designed to support student growth into the teaching of more advanced courses/moving into Instructor of Record (IOR) roles.
  - Managed selection correspondence, specialized applications for specific research and teaching needs, and prepare funding intentions for faculty and students in time to meet HR, GC, and GEO deadlines.
  - Tracked students time to completion, as well as manage myriad forms and form processes, including ISSS paperwork, Graduate College paperwork, Independent Study, Thesis Hour needs, graduation timelines, probation/academic warning/Satisfactory Academic Progress requirements, PhD student Annual Reviews, Fellowship funding and renewals, and more.
- ◆ Served as a guide to faculty advisors in navigating administrative deadlines, program exam and stage-work needs, holistic student support and curricular changes.
  - Tactfully guided both students and faculty to research, teaching, and recommended practice resources – including collaborative support with the Center for Innovation in Teaching and Learning (CITL) and Disability Resources and Educational Services (DRES).
  - Tactfully guided both students and faculty to appropriate constituent resources for sensitive issues, including but not limited to: Title IX, Equal Employment Opportunity (EEO)/Office for Access and Equity (OAE) resources, Campus Culture and Climate, the Office of the Dean of Students (ODOS), Student Conduct, Illinois Human Resources (IHR), and the Graduate Employment Organization (GEO).
- ◆ Represented the iSchool in personal DEI and teaching endeavors across campus
  - Represented the iSchool through facilitation at Five Days for Change (5D4C) DEI training conferences.
  - Primary instructor and curriculum creator for Diversity and Social Justice Education’s (DSJE) intergroup dialogue/social justice education course structure (Disability Social Justice).
  - Three years of advisory for the DSJE board.

OAKLAND UNIVERSITY – 318 Meadow Brook Rd – Rochester, MI

*Doctoral Research/Teaching Assistant, Educational Leadership* – September 2019 to July 2025

- ◆ Assisted the College of Education & Human Services (CEHS) in teaching undergraduate HRD courses, master’s of higher education courses, and in research related to race, disabilities, and organizational learning:

- Served the department's instructional technology needs, including graphic and web design, LMS support, A/V support, content creation, and online curriculum creation, support, and development.
- Creation of adaptable and accessible video, textbooks, and PDF/ePUB documents for faculty with disabilities. Solidified transferable process for Disability Support Services and CEHS Instructional Tech.
- Article sourcing and management in EndNote X9-X11 for accessibility; database creation, synthesis, copyediting, and APA/Chicago style annotation services.
- Created engaging presentations, edited accepted manuscripts, and explored publication routes.
- Teaching, proctoring, planning, and grading with professors within the department.
- Collaboratively create website pieces and social media processes for the university's new Initiative to Eradicate Racism, and serve as research and technology support to its faculty participants.
- Researched support for the department of Organizational Leadership's LEAN Leadership Project, including interview transcription and digital accessibility of research.
- ◆ For the Human-Computer Interaction lab within the School of Engineering & Computer Science:
  - Continued collaborative creation and synthesis of the Oakland Counts project, including qualitative interviews, conference presentations, and publishing initiatives.
  - Researcher and writer for sexual violence and LGBTQIA+ focused studies, specifically focused on topics related to student affairs and educational theory.
  - NSF and APA student-centric grant proposal writing and REU creation.
- ◆ With outside university collaborators:
  - Coded interviews and craft theoretical frameworks and writing for projects centering LGBTQIA+ and asexual-spectrum identified students on college campuses.

UNIVERSITY OF ILLINOIS – RESIDENCE LIFE – 207 E. Gregory Dr – Champaign, IL

*Residence Director, Nugent Hall | Program Coordinator, Conduct & Community Standards* – August 2022 to August 2023

- ◆ Directly supported the social and academic development of the 450+ students living in Nugent Hall:
  - Supported students in unique communities through direct care and advocacy, including within Beckwith Residential Support Services (BRSS), the Business Living-Learning Community, and several cohorts of student athletes.
  - Advocated for and participate in continual change efforts that effect communication chains, policy creation (and enforcement), and student care – especially in relation to underserved groups.
  - Served as financial and programming advisor for several Housing Student Organizations, including the Nugent Hall Council and the Ma'at Black Student Union while increasing attendance and building community representation (Beckwith, Business LLC, and athletics).
  - Performed referrals and serve as a guide through, and to, appropriate policy and departments for issues related to disability-centric needs, reasonable accommodation, Title IX, wellness, counseling, and academics.
  - Created and implemented identity-centric Active Bystander training through collaboration with Diversity and Social Justice Education and Conduct and Community Standards.
  - Directly supervised 11 Resident Advisors, and 1 Office Staff Member. Provide auxiliary support for the staff of other buildings during on-call duty hours.
  - Directly responsible for complete financial oversight over four different organizations/University accounts, including Chrome River reconciliations, university purchase orders, and three different purchasing cards.
  - Planned and personally direct weekly hall meetings and larger RA-community trainings, including during two-week introductory training during the month of August, and staff retreats at other times of the year.
- ◆ Served the interests of students, served communities, Residence Directors, and Residential Life by serving as a committee member in several key places:
  - One of three key members of the EDUC 199 Training and Curriculum Committee, teaching instructors of EDUC 199 (required social justice instruction for resident advisors) while improving key elements of the course, including pedagogy and curriculum creation.
  - Assisted Residence Life in the refinement of their implementation of a Residential Curriculum by serving as a member of the Illinois Residential Experience (IRE) committee and sharing student affairs pedagogy-centric work, theory, and experience.
  - Represented Residence Life while supporting Diversity and Social Justice Education's university-wide committee efforts and Educational Psychology/Social Justice courses.
  - Served as a member of Residence Life's new service committee oriented around issues of Access and Accessibility, including areas of disability support, mental and physical health support, LGBTQIA+ space needs and support, and support of ritual-practitioner students with differing space needs.
- ◆ As a Conduct Officer/Program Coordinator for Conduct and Community Standards:
  - Provided proactive intervention for students experiencing hardship or conflict within University residence halls, with the goal of sustainable resolution.
  - Adjudicated and documented conduct proceedings and findings for students across campus.
  - Served as additional arm of the Office of the Dean of Students (ODOS), representing Housing's Conduct & Community Standards Division alongside the Director.
  - Suggested and implemented changes to student Code of Conduct/Housing Community Standards.

*Faculty Development Assistant, Research Office – May 2019 to September 2019*

- ◆ Assisted the Research Office in the engagement and support of university faculty, and in endeavors to create long-lasting community connections through the “Oakland Counts” research collaboration project:
  - Responsible for synthesizing past information and creating direction for a major, multi-year online project designed to connect institutional researchers with community stakeholders.
  - Web-published, edited, visually designed and research-supported the user interface development of the Oakland Counts system with the support of Computer Engineering professors and outside vendors.
  - Research published a paper and presentation in Human-Computer Interaction regarding the research background process, collaborative interface development and faculty/community initiatives of the program.
- ◆ Assisted with grants and proposals system transition:
  - Coded and entered NIH, NHS, and DOE FastLane/Grants.gov proposals and grants into Oakland’s new iteration of Cayuse 424.
  - Scanned and processed necessary legal paperwork regarding international scholars.

COLLEGE FOR CREATIVE STUDIES – 201 E. Kirby St – Detroit, MI

*Residence Life Coordinator – July 2018 to March 2019*

- ◆ Supported a private, urban arts college as part of their Student Affairs unit and as one of three supervisors:
  - Provided sensitive, tailored, and empathetic support for a unique student base of aspiring graduate and undergraduate artists and designers; in both apartment and suite-style housing.
  - Performed referrals for issues related to Title IX, wellness, counseling, and academics.
  - Assisted with the initiatives of the Student Programming office and the Pre-College Program.
  - Worked to implement ideas and process for establishing the college’s summer Conferences initiatives.
  - Presented interactive workshops on topics of identity spectrums and asexuality at a sex-positive, community education expo hosted at the College.
  - Co-created college-wide Active Bystander training for students, faculty, and staff.
  - Implemented first guidelines and procedures for student staff on safe and healthy communication regarding autism spectrum disorder and affected residents.
- ◆ Directly supervised 11 Resident Advisors, and 1 Office Staff Member:
  - Responsible for designing and implementing a memorable and effective 10-day training for a resident advisor staff of 30.
  - Empowered student staff in their programming initiatives and assist with purchasing and division budget
  - Sensitively supported the mental, social, and academic success of supervised students through continued intentional contact, 1:1 meetings, group coaching, and tailored success plans.
  - Directed weekly hall meetings and community-focused empathy training for the staff.
- ◆ Managed a residence hall with 350+ residents while performing on call duties 24/7/365 for the entire campus:
  - Crisis management, policy, counseling, and mental health triage/referral support.
  - Assisted students and Director of Housing with administrative moves and assignments/placement.
  - Relationship build and closely work with third party Security, building construction and renovation, Information Technology, and campus facilities staff to ensure healthy state of the building and campus.
  - Completed incident documentation and judicial proceedings for individual students.
  - Assisted resident advisors in conflict mediation initiatives and meetings.

HOLMAN SUCCESS CENTER AT EASTERN MICHIGAN UNIVERSITY – 955 W. Circle Drive, Ste G04 – Ypsilanti, MI

*UNIV Instructor & Success Coach, Tech Team Lead – January 2016 to June 2018*

- ◆ For the EMU Edge program, and for TRIO Support Services, provided college course instruction in formal, University 101 hybrid class settings, designed to assist first year and at-risk students:
  - Curriculum mastery including academic skills and success strategies, metacognition, growth mindset, self-management, university environment and policies, integrity, critical thinking, acute social issues, topics of diversity, and community/co-curricular involvement.
  - Guidance and supervision of assigned teaching assistant employees, including weekly meetings, personalized success coach meetings, and classroom lesson selection/prep activities.
  - Point of contact for assistance to students with learning difference, particularly those with neurodiversity.
  - Academic workshop facilitations for skills building outside the classroom.
- ◆ Increased retention, engagement, academic, and social success through personal student Success Coaching:
  - Mentored of 20+ students semesterly, with assigned weekly, bi-weekly, or quarterly meetings.
  - Areas of success include time and assignment management, interpersonal and business communication, study skills, financial and university obligation, social/work/family needs and direction to health-building or resolution-oriented campus resources.
  - Facilitated additional unique initiatives including diversity education, partnerships with Ypsi Real, academic workshops, and group success coaching.
- ◆ Coordinated EMU’s Edge Orientation, a four-day freshman process specific to the Holman Success Center:
  - Group leader and instructor of class curricula aimed at university acclimation, academic needs, Edge requirements, policy learning, and social development.
  - Part of an independent orientation team trained by the Women’s Center for orientation workshops on issues of sexual consent.
- ◆ Lead as head of Social Media and Tech, directly supervising 6 students and their work and directing efforts:

- Assisted regularly with both the Canvas curricular Learning Management System and the needs of Holman's unique assessment and student progress tracking features.
- Established and implemented a plan for growth, refining the online marketing efforts of the center through blogging, webmaster activities, electronic rewards program, planned social media posts, and advertising of success center initiatives and services.
- Generic desktop, graphic design, and educational technology support, including I.T. and marketing.
- ◆ Generated comprehensive assessment reporting for student progress and success initiatives, including
  - Ensured quality of data through monitoring, statistics tracking, and tracking device support.
  - Participated in "Early Alert" programs as generated by data and one-on-one student counseling.

COLLEGE SUPPORTS PROGRAM AT EASTERN MICHIGAN UNIVERSITY – 104 Porter Hall – Ypsilanti, MI  
*HESA Intern* – January 2018 to May 2018

- ◆ Provided formal, sensitive support targeted to students with Autism Spectrum Disorder and other forms of neurodiversity.
  - Coach and facilitator of tough conversations, including topics of hygiene, sexual health, sexual orientation, gender difference, and social or academic conflict.
  - Work directly with students on areas of institutional success, including degree program fulfillment, extracurricular involvement, and major/concentration selection.
- ◆ Built collaborative bridges with campus departments, while implementing student workshops and staff training programs that address sensitive cultural, social, and identity respect issues.

COLUMBIA UNIVERSITY – 118 Hartley Hall – New York, NY  
*Housing Operations/Special Projects Manager* – April 2016 to August 2016

- ◆ Served as the first Columbia ACUHO-I intern to be placed in a cross-departmental position, managing aspects of Conference Housing as well as Housing Operations/Finance
  - Management of StarRez assets and assignments for assigned conferences and emergencies.
  - Responsible for reconciliations of accounts, budgetary assessment, and quality control.
  - Escalation point for aspects of summer payables and receivables.
  - Performed as an evaluator for both database and technology applications within Conference Housing and Finance, creating several new ways to manage workflow and increase productivity.
- ◆ As Conference Housing Manager, perform hospitality and guest relations work, providing excellent customer service and managing complex needs of major conferences visiting New York City and/or Columbia University.
  - Solitary coordinator for 10+ different conferences, including a nationwide, 350+ member, 18 and under college preparatory camp.
  - Services included crisis response for and management of minor students, requiring certification and particular care.
- ◆ Created training and orientation curriculum/guidelines for incoming ACUHO-I interns.
  - Directly responsible for supervision and development of 7 undergraduate interns
  - Escalation point for matters of training, professional development, social need, and college student/adult crisis or hospitality response.

EQUALITY RESEARCH CENTER AT EASTERN MICHIGAN UNIVERSITY – 328 King Hall – Ypsilanti, MI  
*Graduate Research Assistant* – January 2016 to May 2016

- ◆ Provided research assistance, visibility, marketing, and student service for a research-oriented LGBTQIA+ center and research grant-provider on-campus:
  - Created a directory of research articles for current practices in pedagogy for LGBTQIA+ issues, including different subdirectory focuses on K-12, postsecondary education, and external resources.
  - Authored annotations on the effectiveness of the research articles in question, included in the directory.
  - Designed and implemented, free-of-cost, a forum-oriented website where educator and practitioners can submit comments and reviews on articles, submit their own publications, or ask for help,
  - Marketing activities including conferences, sponsored research presentations, and community outreach.
  - Public point of contact and referral for issues of LGBTQIA+ exclusion or difference

UNIVERSITY OF MICHIGAN – 500 S State St – Ann Arbor, MI  
*Customer Experience Team/LSA-IT Service Desk/Desktop Support Specialist Intermediate* – December 2014 to December 2015

- ◆ Provided high level Tier 2 customer support to end users, focusing on walk-in, telephone, and email service with the ability to resolve issues on first contact:
  - Direct faculty, staff, and student end user support for over 70 academic departments within the college of LS&A.
  - Assisted in providing high end research solutions for faculty, including data gathering means, security, and storage.
  - Desktop support and server administration
- ◆ Created effective interdepartmental and inter-division relationships, managing complex technical needs and workflow patterns of existing units:
  - Responsible for establishing key administrator and departmental business manager contact for security and purchasing.

- Cross-trained and worked on staff rotations in 5 of LSA's largest departments: Research Support North (Chemistry and Biology), Computing and Technology Support (Physics) and East Hall Technology Services (Psychology, Math, and Economics.)
- ◆ Consolidated and improved disparate processes within LSA IT, with a "one stop shop" mentality:
  - Directly responsible for workflow problem identification and new policy suggestion/adoption: responsible for finding issues with current procedure, documenting, and suggesting new ones to better LSA IT function.
  - Crafted resources for team's documentation needs, collecting disparate documentation sources into one easy to find location and writing new sources as needed; subsequently adopted by several other teams.
  - Leader of and escalation point for Qualtrics on the CET team: Administrator and staff trainer.
  - Assistance with mentoring, training, and documentation for CET's student staff (3 student employees.)

**EMORY UNIVERSITY**– 603 Emory St – Oxford, GA

*Hotspot Team Leader/Client Services A/V Rep II* – February 2014 to November 2014

- ◆ Directed the social education, technical training, and campus-wide planning of a student-focused, Instructional Technology collaboration space, green screen studio, and editing facility:
  - Marketed the efforts of the space by connecting with other departments and planning unique, co-sponsored activities.
  - Increased visibility and foot traffic by over 300% to over 2600 unique visits weekly.
  - Supervision of a student staff of 40: personally responsible for the largest staff on campus.
  - Personally created and implemented student training initiatives, creating new job and student leadership opportunities within the space; Cemented "pass-along" relationships with other campuses and departments, ensuring future work and growth for students.
  - Campus and social role model: certified SafeSpace Facilitator, advisor to a social club and several extracurricular clubs, participant and advisor in extra and co-curricular arts programs.
  - Point of contact for copyright law and guidelines for media use in instruction and presentation.
- ◆ Assisted campus faculty, staff, and students with their Instructional Technology support and IT consulting project needs both inside and outside of the classroom:
  - Taught classes and ran workshops on technology needs and media software needs for the campus community; Substitute taught lesson-specific items for professors at their request.
  - Helped professors implement green screen studio recording into their classroom environments and projects: PowerPoints, short film projects, TedX recording, and more.
  - Personal assistance for faculty, including virus removal, blog and CMS management, network and software issues, and classroom integration support, providing multiple ways to best utilize technology in their education efforts.

### **Invited Facilitation/Peer Service**

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Five Days for Change (5D4C) – Teaching and Group Facilitator (2023-2025)

Small Group Facilitator and Teaching Reviewer – Graduate Academy for College Teaching (UIUC) - 2024

Guest Lecturer – *Oakland University*

AI/HCI in Human Resources – Oakland University HRD Program – 2020-2022

LGBTQIA+ Identity, Workplace and Education Interactions – Oakland University HRD Program- 2020-2022

Computerized Qualitative Research Methods - Educational Leadership PhD/EdD Programs- 2020-2022

LGBTQ Employee Resource Group (ERG) – Asexualities Research in Higher Education – 2020-2022

Active Bystander Intervention Trainer (Faculty/Staff/Students) - 2018

"Yes Means Yes" (Active Bystander/Sexual Consent Programming) Facilitator/Instructor – 2016-2018

Eastern Pride and Identity Coalition (LGBTQIA+ Workshops for Social Work/Psychology/Sociology/General Ed. Courses):

Panel Facilitator – 2016; Discussion and Instruction Panelist - 2015-2018

SafeZone Facilitator and Trainer – 2014

Fraternity Faculty/Staff Advisor - 2014

### **Further Student-Centric Work and Leadership Activities**

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Information Sciences Doctoral Studies Committee, University of Illinois at Urbana Champaign (2023-2025)

Illinois Graduate Program Professional Advisory Group (iGPA), University of Illinois at Urbana Champaign (2023-2025)

Diversity and Social Justice Education Advisory Committee, University of Illinois at Urbana-Champaign (2022-2025)

Ma'at Black Student Union – University of Illinois at Urbana-Champaign, Staff Advisor (2022-2023)

Oakland University College of Education & Human Services DEI Committee – Graduate Student Rep. (2019-2022)

Queer Educators & Leaders of EMU (QEL) Member, (2018)

Scholarship of Teaching & Learning (SOTL) Faculty Group, Eastern Michigan University (2017-2018)

*SPECTRUM* LGBT Living Learning Community, Graduate Member, (2015-2017)

University of Michigan Diversity, Equity, & Inclusion Summit (Fall, 2015)

Creating Change– Chicago, IL (Winter, 2016); Detroit, MI (Winter, 2019)

LGBTQ Research in Higher Education Symposium – Northern Illinois University, (Fall, 2017)

**Professional References**

*\*Available upon request*

**\*Further Information Technology/Admin History**

*\*Available upon request*