

L. Carolina Santiago Sota

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Executive profile

- Three years experience in higher education. Online and traditional classes for traditional and non-traditional students.
- Five years experience coordinating programs in socio-educational-focus organizations for social change.
- Skilled in prospect research, identification and engagement; facilitating communication with program stakeholders.
- Experienced directing and coordinating all grant tracking, and reporting activities for national organizations.
- Adept in intercultural settings and fluent in Spanish, English and Italian. Proficient in French and Catalan.
- International experience, global leadership fluency and diversity and inclusion awareness. Willingness to travel.

Core Skill Areas

Teaching – Tutoring – Mentoring – Performance Coaching - Research - Intercultural Communication - Project management - Presentation and public speaking - Organizational skills - Staff training, and supervising – Conflict management - Problem-solving abilities - Process implementation/improvements – Data-collection and curatorship - Excellent verbal and written communication – Communication tactics – Empathetic – Confidential information management - Media (radio, podcast, online content) - Analytical, critical and creative thinking - Networking abilities with partners, stakeholders and community members - Attention to detail - Learnability – Decision making – Service oriented – Flexible

Coordination and Research Experience

Part of a leadership team commissioned by the SEP (Public Education Ministry of Mexico) to create resources for the national program Escuela Segura (Safe School) for two different projects on school violence and Peace Education.

Operations coordinator and didactic content supervisor for online observatory project on school violence (Citizen Observatory for School Safety)

- Co-supervised and coordinated national research on school violence in several states, managed logistics, conducted field research, co-wrote qualitative analysis and coordinated publication of printed resources. Conducted additional research commissioned by UNESCO.
- Forged strategic partners of subject matter experts from government, non-profit sector and academia to participate in the program and to form an alliance to assist affected communities. Supervised the communication with the different work teams, as well as the different stakeholders involved in the projects.
- Co-managed team and outside vendors for the development of curricula and training tools, including one-on-one sessions and website.
- Wrote and edited documents, reports, educational content, letters, brochures, and proposals for working protocols, mainly focused on communication, education. Benchmarking and evaluation for projects. Curatorship of a library of resources, including curated articles, videos and general educational content, didactic tools, case studies, and tracking mechanisms, best practices and lessons learned. Media and social media content development and management.

Conflict Mediation and Violence and Substance Abuse Prevention in Elementary Schools project.

- Assisted educators, families and communities in conflict resolution, substance abuse counseling and nonviolence in schools.
- Coordinated, created engagement protocols, and supervised the call center for the online course, which served more than 10,000 students nationwide via Moodle.
- Facilitated the coordination of physical sessions. Participated as a presenter and trainer during face-to-face sessions.

Teaching and coaching experience

- Conducted courses on qualitative research techniques to university undergraduate students in person and online in international settings.
- Trainer for mediation courses and support staff for online courses on conflict mediation in schools.
- Facilitated workshops, tutoring on multimedia techniques, tutoring on creation of capstone projects (educational and social sciences).
- Coaching for university faculty members and students, particularly veteran students. Part of the coaching program for teachers at Lipscomb University.

Work Experience

Lipscomb University, USA. Ago, 2018 – Current. Faculty Fellow - Assistant Professor. Different courses at Lipscomb Online (communication, global leadership courses, research methods and capstone). Global Leadership Program Lead Faculty. Lead Faculty for Veteran Students. Course development. Assessor for the Assessment Center. Part of the Mentorship and Coaching programs. Part of the Diversity and Inclusion team.

University of Barcelona, Spain. Sep. 2014-Dec. 2016. Digital Education Review Journal peer reviewer. Organizer and Presenter of Personal Digital Storytelling Sessions in Formal and Social Education.

University of Rome 3, University of Foggia, Italy. Jan. 2014-Sep. 2014. Journal peer reviewer and academic articles translator. Education-focus startups team member.

FLACSO-Mexico (Facultad Latinoamericana de Ciencias Sociales/Latin American Faculty of Social Sciences). Nov-2008-Dec 2013. Research Associate/Operations Coordinator.

National Autonomous University of Mexico (UNAM), Mexico. Sep. 2008 & Sep. 2010. Assistant Professor of basic research techniques workshop in Communication Sciences (at Faculty of Social and Political Sciences).

ICT Group Mexico (GMAC), Mexico. Aug. 2007-Jan. 2008. Customer service representative specialized on American mortgages, payment processing and web page navigation guidance.

Mexico Depot, Mexico and U.S. Aug. 2006-Jan. 2007. Inspector of advertising signs for Holiday Inn hotel chains in Mexico and South America, creation of databases and reporting for quality and image renewal.

Luz Lajous Vargas, Miguel Hidalgo municipal district government office delegate candidate. Mexico. Jan. 2006-Sep. 2006. Public Relations Assistant, political campaign event and meeting coordinator. Data-collection and media content developer.

Education and Training

Certificate in Performance Coaching - Lipscomb Online. May 2021 – ACC in progress.

PhD in Culture, Education, Communication – Universities of Rome 3 and Foggia, Italy. Jan. 2014-Jun.2017
Recipient of foreign scholarship of the generation. Thesis on Digital Storytelling as a tool for developing nonviolent educational environments. Invited teacher/researcher at University of Barcelona at the GREAV group.

Diploma “Youth Worlds: Individuals, trajectories and citizenships” National Autonomous University of Mexico – UNAM. Aug. 2013-Dec. 2013. Seminar on investigation and analysis on youth development, identity, social participation; research methods and policymaking.

MA in Education and Learning in Digital Environments. University of Barcelona, Spain. Sep. 2011-Sep. 2013
Extraordinary master’s award. Pedagogic theories; information technologies applied to education; lifelong learning and digital citizenship.

BA in Communication Studies. Magna Cum Laude. National Autonomous University of Mexico (UNAM). Mexico City. Sep. 1999-Dec. 2003

Memberships, Associations and Volunteering

- Member of the 24HourProject.org. An organization to raise awareness of the human condition.
- Member of the Internet Society (ISOC) Chapter Mexico and ISOC Youth Observatory (International).
- Volunteered with Red Cross Mexico (1995) and Healing Hands for the James Moody Adams Clinic – Baxter Institute in Honduras, Central America (1999).

Other:

- Strong computer skills. Proficiency with iOS, Windows, Office (Word, Excel, PowerPoint), and open source software; social media platforms; Atlas.ti, Moodle, Strut, Canvas and proprietary software (CMS, CRM, databases, etc.).
- Ongoing personal photographic and artistic projects.
- Academic publications.