

Deen Freelon

School of Media and Journalism
University of North Carolina at Chapel Hill
Carroll Hall, CB 3365
Chapel Hill, NC 27599
dfreelon@gmail.com
<http://dfreelon.org/>
919-962-1691

Curriculum Vitae

01.17.18

Appointments

Associate professor, School of Media and Journalism, University of North Carolina at Chapel Hill	2017-present
Associate professor, School of Communication, American University	2016-2017
Assistant professor, School of Communication, American University	2011-2016

Education

Ph.D., Communication, University of Washington	2012
M.A., Communication, University of Washington	2008
B.A., Psychology (with honors), Stanford University	2002

Journal articles

- Freelon, D.** (in press). Campaigns in control: Analyzing controlled interactivity and message discipline on Facebook. *Journal of Information Technology & Politics*.
- Freelon, D.**, McIlwain, C. D., & Clark, M. D. (in press). Quantifying the power and consequences of social media protest. *New Media & Society*.
- Lynch, M., **Freelon, D.**, & Aday, S. (in press). Online clustering, fear and uncertainty in Egypt's transition. *Democratization*.
- Freelon, D.**, Becker, A. B., Lannon, B., & Pendleton, A. (2016). Narrowing the gap: Gender and mobilization in net neutrality advocacy. *International Journal of Communication*, 10(2016), 5908-5930.
- Freelon, D.** (2015). Discourse architecture, ideology, and democratic norms in online political discussion. *New Media & Society*, 17(5), 772-791.
- Freelon, D.**, & Karpf, D. (2015). Of Big Birds and bayonets: Hybrid Twitter interactivity in the 2012 presidential debates. *Information, Communication & Society*, 18(4), 390-406.
- Freelon, D.**, Lynch, M., & Aday, S. (2015). Online fragmentation in wartime: A longitudinal analysis of tweets about Syria, 2011-2013. *ANNALS of the American Academy of Political and Social Science*, 659, 166-179.
- Freelon, D.**, Merritt, S., & Jaymes, T. (2015). Focus on the tech: Internet centrism in global protest coverage. *Digital Journalism*, 3(2), 175-191.

- Freelon, D.** (2014). On the interpretation of digital trace data in communication and social computing research. *Journal of Broadcasting & Electronic Media*, 58(1), 59-75.
- Freelon, D.** (2014). Online civic activism: Where does it fit? *Policy & Internet*, 6(2), 192-198. [Invited.]
- Lynch, M., **Freelon, D.**, & Aday, S. (2014). Syria in the Arab Spring? The integration and disintegration of Syria's conflict with the Arab uprisings, 2011-13. *Research and Politics*, 1(3).
- Pearce, K. E., **Freelon, D.**, & Kendzior, S. (2014). The effect of the Internet on civic engagement under authoritarianism: The case of Azerbaijan. *First Monday*, 19(6).
- Freelon, D.** (2013). ReCal OIR: Ordinal, interval, and ratio intercoder reliability as a web service. *International Journal of Internet Science*, 8(1), 10-16.
- Freelon, D.**, Wells, C., & Bennett, W. L. (2013). Participation in the youth civic web: Assessing user activity levels in web sites presenting two civic styles. *Journal of Information Technology & Politics*, 10(3), 293-209.
- Aday, S., Farrell, H., **Freelon, D.**, Lynch, M., Sides, J., & Dewar, M. (2013). Watching from afar: Media consumption patterns around the Arab Spring. *American Behavioral Scientist*, 57(7), 899-919.
- Tufekci, Z., & **Freelon, D.** (2013). Introduction to the special issue on new media and social unrest. *American Behavioral Scientist*, 57(7), 843-847. [Invited.]
- Freelon, D.**, Kriplean, T., Morgan, J., Bennett, W. L., & Borning, A. (2012). Facilitating diverse political engagement with the Living Voters Guide. *Journal of Information Technology & Politics*, 9(3), 279-297.
- Freelon, D.** (2011). Talking amongst themselves: Online youth civic communication in managed and autonomous environments. *Information, Communication & Society*, 14(2), 198-218.
- Bennett, W. L., Wells, C. & **Freelon, D.** (2011). Communicating citizenship online: Models of civic learning in the youth web sphere. *Journal of Communication*, 61(5), 835-856.
- Freelon, D.** (2010). Analyzing online political discussion using three models of democratic communication. *New Media & Society*, 12(7), 1172-1190.
- Freelon, D.** (2010). ReCal: Intercoder reliability calculation as a web service. *International Journal of Internet Science*, 5(1), 20-33.

Peer-reviewed articles in archived conference proceedings

- Kriplean, T., Morgan, J., **Freelon, D.**, Borning, A., & Bennett, L. (2012). Supporting reflective public thought with Considerit. In *Proceedings of the ACM 2012 conference on Computer Supported Cooperative Work* (pp. 265-274). ACM
- Kriplean, T., Morgan, J. T., **Freelon, D.**, Borning, A., & Bennett, L. (2011). ConsiderIt: Improving structured public deliberation. In *CHI'11 CHI Conference on Human Factors in Computing Systems* (pp. 1831-1836). ACM.

Edited book

- Coleman, S., & **Freelon, D.** (Eds.). (2015). *Handbook of digital politics*. Northampton, MA: Edward Elgar.

Book chapters

- Freelon, D.** (in press). Partition-specific network analysis of digital trace data: Research questions and tools. In B. F. Welles & S. Gonzalez-Bailon, *Oxford Handbook of Networked Communication*.

New York. Oxford University Press.

- Freelon, D.** (2015). Big Data Analysis. In W. Donsbach (Ed.), *International Encyclopedia of Communication*. Hoboken, NJ: Wiley-Blackwell.
- Freelon, D.** (2015). On the cutting edge of Big Data: Digital politics research in the social computing literature. In S. Coleman & D. Freelon (Eds.), *Handbook of Digital Politics* (pp. 451-472). Northampton, MA: Edward Elgar.
- Coleman, S., & **Freelon, D.** (2015). Conceptualising digital politics. In S. Coleman & D. Freelon (Eds.), *Handbook of Digital Politics* (pp 1-13). Northampton, MA: Edward Elgar.
- Bennett, W. L., **Freelon, D.**, Hussain, M. M., & Wells, C. (2012). Digital media and youth engagement. In H. Semetko & M. Scammell (Eds.), *Sage Handbook of Political Communication* (pp. 127-140). Thousand Oaks, CA: Sage.
- Bennett, W. L., **Freelon, D.**, & Wells, C. (2010). Changing citizen identity and the rise of a participatory media culture. In L. Sherrod, J. Torney-Purta & C. Flanagan (Eds.), *Handbook of Research on Civic Engagement in Youth* (pp. 393-424). Hoboken, NJ: Wiley.

Externally-funded public reports

- Freelon, D.**, Lopez, L., Clark, M. D., & Jackson, S. J. (2018). *How Black Twitter and other social media communities interact with mainstream news*. Miami, FL: The John S. and James L. Knight Foundation.
- Freelon, D.**, McIlwain, C. D., & Clark, M. D. (2016). *Beyond the hashtags: #Ferguson, #Blacklivesmatter, and the online struggle for offline justice*. Washington, DC: Center for Media & Social Impact, American University.
- Lynch, M., **Freelon, D.**, & Aday, S. (2016). *After the enthusiasm: How social media undermines transitions to democracy*. Washington, DC: US Institute of Peace.
- Lynch, M., **Freelon, D.**, & Aday, S. (2014). *Blogs & Bullets III: Syria's socially mediated civil war*. Washington, DC: US Institute of Peace.
- Aday, S., Farrell, H., Lynch, M., Sides, J., & **Freelon, D.** (2012). *Blogs & Bullets II: New media & conflict after the Arab Spring*. Washington, DC: US Institute of Peace.
- Howard, P. N., Duffy, A., **Freelon, D.**, Hussain, M., Mari, W., & Mazaid, M. (2011). *Opening closed regimes: what was the role of social media during the Arab Spring?* Seattle, WA: Project on Information Technology & Political Islam (PITPI).

Book review

- Freelon, D.** (2014). [Review of the book *Tweeting to power: The social media revolution in American politics*, by J. Gainous and K. Wagner]. *Political Communication*, 31(3), 502-505.

Conference presentations

- Freelon, D.** (2016). Inferring individual-level characteristics from digital traces: Issues and recommendations. Presented at the Michigan Institute for Data Science (MIDAS) Symposium, Ann Arbor, 16 November.
- Lynch, M., **Freelon, D.**, & Aday, S. (2015). The media ecosystem of the Arab Uprisings. Presented at the American Political Science Association Annual Conference, San Francisco, CA, 3-6 September.

- Freelon, D., Lynch, M., & Aday, S.** (2015). Online fragmentation in wartime: A longitudinal network analysis of tweets about Syria, 2011-2013. Presented at the International Communication Association Annual Conference, San Juan, PR, 21-25 May.
- Freelon, D.** (2015). Partition-specific network analysis of digital communication traces: Research opportunities and tools. Presented at the International Communication Association Annual Conference, San Juan, PR, 21-25 May.
- Freelon, D.** (2015). Agenda-setting in the one-step flow: Evidence from Facebook in the 2012 election. Presented at the Workshop on Social Media and the Prospects for Expanded Democratic Participation in National Policy-setting, Boston University, Boston, MA, 9 April.
- Freelon, D.** (2014). Incivility, community, and deliberation: Norm ownership in election-related Facebook comments. Presented at the American Political Science Association Annual Conference, Chicago, IL, 28-31 August.
- Freelon, D.** (2014). Want to make big data an institutional priority? Do these four things. Presented at the Association of Educators in Journalism and Mass Communication annual conference, Montreal, QC, 6-9 August.
- Freelon, D.** (2014). A co-citation network map of communication research, 2003-2013. Presented at the International Communication Association Annual Conference, Seattle, WA, 22-26 May.
- Freelon, D.** (2014). Disjoint community overlap: A method for analyzing social media (and other) networks. Presented at the International Communication Association Annual Conference, Seattle, WA, 22-26 May.
- Freelon, D.** (2014). Obtaining social media data: To scrape or to buy? Presented at the International Communication Association Annual Conference, Seattle, WA, 22-26 May.
- Freelon, D., & Karpf, D.** (2014). Of Big Birds and bayonets: Hybrid Twitter interactivity in the 2012 presidential debates. Presented at the International Communication Association Annual Conference, Seattle, WA, 22-26 May.
- Freelon, D.** (2014). Conflict networks: The Syrian civil war on Twitter. Presented at the Journalism/Interactive conference, College Park, MD, 5 April.
- Pearce, K. E., **Freelon, D., & Kendzior, S.** (2013). The effect of the Internet on civic engagement under authoritarianism: The case of Azerbaijan. Presented at the National Communication Association Annual Conference, Washington, DC, 21-24 November.
- Freelon, D.** (2013). Focus on the tech: Internet centrism in global protest coverage. Presented at the National Communication Association Annual Conference, Washington, DC, 21-24 November.
- Freelon, D.** (2013). Obama & Romney on Facebook & Twitter: Sentiment in the 2012 social campaign. Presented at the American Political Science Association Political Communication Preconference, Chicago, IL, 28-31 August.
- Lynch, M., **Freelon, D., & Aday, S.** (2013). Clustering and conflict: The Syrian war on Twitter. Presented at the American Political Science Association Annual Conference, Chicago, IL, 28-31 August.
- Aday, S., **Freelon, D., & Lynch, M.** (2013). YouTube interventions: The Syria conflict from YouTube to the mainstream media. Presented at the International Communication Association Annual Conference, London, UK, 17-21 June.
- Freelon, D.** (2013). On the interpretation of digital trace data in communication research. Presented at the International Communication Association Annual Conference, London, UK, 17-21 June.
- Freelon, D.** (2013). Systematic normative assessment of political online communication. Presented at

- the International Communication Association Annual Conference, London, UK, 17-21 June.
- Freelon, D.** (2012). The potentials and limits of social media analysis. Presented at the Registan Conference, Registan, Arlington, VA, 4 October.
- Freelon, D.** (2012). Discourse architecture, issue stances, and democratic norms in online political discussion. Presented at the Association of Educators in Journalism and Mass Communication annual conference, AEJMC, Chicago, IL, 9-12 August.
- Freelon, D.,** Aday, S., Farrell, H., Lynch, M., Sides, J., Dewar, M. (2012). Watching from afar: media consumption patterns around the Arab Spring. Presented at the Internet, Politics, Policy conference, Oxford Internet Institute, Oxford, UK, 20-21 September.
- Himelfarb, S., & **Freelon, D.** (2012). Social media in the Arab Spring: Myths, metrics & moderation. Presented at Groundtruth: New Media, Technology and the Syria Crisis, US Institute of Peace, Washington, DC, 2 October.
- Freelon, D.** (2011). Social media: Key characteristics and research agendas. Presented at Studying social media: An interdisciplinary conversation, Chapel Hill, NC, 17 November.
- Aday, S., Farrell, H., **Freelon, D.**, Lynch, M., & Sides, J. (2011). What roles have social media played in political protest during the Arab Spring? Presented at Sifting fact from fiction: The role of social media in conflict, Washington, DC, 16 September.
- Freelon, D.** (2011). Theorizing the MENA revolutions: Some preliminary data. Presented at the Theorizing the Web conference, College Park, MD, 9 April.
- Freelon, D.,** Kriplean, T., Morgan, J. T., Bennett, W. L., & Borning, A. (2011). Facilitating encounters with political difference: Engaging voters with the Living Voters Guide. Presented at the third annual Journal of Information Technology & Politics Conference, Seattle, WA, 17-18 May.
- Freelon, D.,** Wells, C. Bennett, W. L., & Hussain, M. M. (2011). Participatory activity in the youth civic web: A quantitative analysis. Presented at the International Communication Association Annual Conference, Boston, MA, 26-30 May.
- Wells, C., **Freelon, D.,** & Bennett, W. L. (2009). Civic learning online: A framework for the study of civic engagement websites for youth. Presented at the International Communication Association Annual Conference, Chicago, IL, 21-25 May.
- Watanabe, M. M., **Freelon, D.,** Nakaizumi, T., & Sonehara, N. (2008). Distribution of social resources in a community of dialogue and editing. Presented at the Association of Internet Researchers 9th Annual Conference, Copenhagen, DK, 16-18 October.
- Freelon, D.,** Watanabe, M. M., Busch, L., & Kawabata, A. (2008). Town halls of the digital age: Controversy and ideology in online deliberation (and beyond). Presented at the Association of Internet Researchers 9th Annual Conference, Copenhagen, DK, 16-18 October.
- Freelon, D.** (2008). Citizens in disguise? Assessing digital natives and the new civic engagement. Presented at the Politics: Web 2.0 Conference, Egham, Surrey, UK, 17-18 April.
- Foot, K. A., & **Freelon, D.** (2007). Technology transfer offices as intersections in knowledge production. Presented at the Society for Social Studies of Science annual meeting, Montreal, Canada, 11 October.

Invited talks and workshops

- Freelon, D.** (2016). Quantifying the power and consequences of social media protest. *Invited presentation at the Freedom and Control of Digital Expression Conference.* Toulouse, France. 14 October.

- Freelon, D.** (2016). Inferring individual-level characteristics from digital traces: Issues and recommendations. *Invited presentation at the Digital Discussions: How Big Data Informs Political Communication conference, University of Texas at Austin.* 23 September.
- Freelon, D.** (2016). Analyzing social movements in social media. *Invited presentation at the Social Media in Challenging Environments workshop, United States Institute of Peace.* Washington, DC. 15 September.
- Freelon, D.** (2016). Beyond the hashtags/The measure of a movement. *Invited presentation at:*
University of California, Irvine, CA, 18 April 2016
University of Illinois, Chicago, IL, 13 April 2016
University of Michigan, Ann Arbor, MI, 7 April 2016
University of North Carolina, Chapel Hill, NC, 28 March 2016
University of Pennsylvania, Philadelphia, PA, 17 March 2016
- Freelon, D., & Karpf, D.** (2016). Of Big Birds and bayonets: Hybrid Twitter interactivity in the 2012 presidential debates. *Invited presentation for the Analyst Institute.* Washington, DC. 9 March.
- Freelon, D.** (2015). Achieving Big Data excellence in journalism and mass communication research. *Plenary panel presentation at the annual meeting of the Association of Educators in Journalism & Mass Communication.* San Francisco, CA. 7 August.
- Freelon, D.** (2015). From APIs to knowledge: Opportunities and challenges in social media analysis. *Invited presentation at the Bureau of International Information Programs, US Dept. of State.* Washington, DC. 14 May.
- Freelon, D.** (2015). Computational progress in measuring political fragmentation and media imperialism on Twitter. *Invited presentation at the 15th Annual Northeast Political Methodology Meeting, New York University.* New York, NY. 1 May.
- Freelon, D.** (2015). Journalism and research in the age of Big Data: A few considerations. *Invited presentation at the Faculty of Communications, Pontifical Catholic University of Chile.* Santiago, Chile. 12 March.
- Freelon, D.** (2014). Partition-specific network analysis of digital communication traces: Research opportunities and tools. *Invited presentation at the Department of Communication, University of California, Davis.* Davis, CA. 24 October.
- Freelon, D.** (2014). Programming as a research method: A beginner's guide to wrangling social media data with Python. *Invited workshop conducted at the annual meeting of the Association of Educators in Journalism & Mass Communication.* Montreal, QC. 5 August.
- Freelon, D.** (2014). Border control: The evolution of epistemic communities in Twitter's Syria discussion. *Invited presentation at the Thomas S. Foley Institute for Public Policy & Public Service, Washington State University.* Pullman, WA. 23 April.
- Freelon, D.** (2014). Python for text analysis. *Invited workshop conducted at the Utrecht Data School, Utrecht University.* Utrecht, Netherlands. 15, 17 April.
- Freelon, D.** (2014). Border control: The evolution of epistemic communities in Twitter's Syria discussion. *Invited presentation at the Department of Computational Social Science, George Mason University.* Fairfax, VA. 21 March.
- Freelon, D.** (2013). Fragmentation of retweet communities: From raw tweets to findings. *Invited presentation at the Developing Best Practices for Digital Tools to Study Human Behavior in Online Environments Workshop, School of Communication, Northwestern University.* Evanston, IL. 19 August.
- Freelon, D.** (2013). Across the divide: On interdisciplinary collaboration between information science

and communication. *The 2013 Frederick Kilgour/OCLC Lecture, School of Information and Library Science, University of North Carolina*. Chapel Hill, NC. 25 March.

Freelon, D. (2011). Where the revolution meets the peanut gallery: The roles of Twitter in the Arab Spring. *Invited presentation at the School of Journalism and Mass Communication, University of North Carolina*. Chapel Hill, NC. 18 November.

External funding

<i>Source</i>	<i>Amount</i>	<i>Grant ID</i>	<i>Role</i>	<i>Other PIs</i>	<i>Timeframe</i>
Knight Foundation	\$80,000	GR-2016-53341	Lead PI	Meredith Clark, Sarah J. Jackson, Lori Kido Lopez	2017
Spencer Foundation	\$30,015	201600019	Lead PI	Meredith Clark, Charlton McIlwain	2015-2016
US Institute of Peace	\$90,000	USP14PO0454	Co-PI	Sean Aday, Marc Lynch	2014-2016
US Institute of Peace	\$110,000	33887-1-EENS20651F	Consultant	Sean Aday, Marc Lynch	2012-2013
US Institute of Peace	\$100,000	USP12PO1669	Consultant	Sean Aday, Henry Farrell, Marc Lynch, John Sides	2011-2012

Awards and honors

<i>Award</i>	<i>Issued by</i>	<i>Timeframe</i>	<i>Notes</i>
Jack Child Teaching with Technology Award	American University	2014	
Top Published Research Paper	Political Communication Interest Group, Association of Educators in Journalism and Mass Communication	2012	For journal article "Communicating citizenship online: Models of civic learning in the youth web sphere"
Interdisciplinary Award in Political Communication	Department of Communication, University of Washington	2012	For dissertation
HASTAC Scholarship	Humanities, Arts, Science, and Technology Advanced Collaboratory (HASTAC)	2009-2010	
Graduate School Top Scholar Award Fellowship	University of Washington	2008	
Graduate Opportunity Program Award	University of Washington	2006	

Teaching

<i>Course title</i>	<i>Level</i>	<i>Semester(s)</i>	<i>Institution</i>
Advanced Introduction to Social Media Analytics	Graduate	Spring 2018	University of North Carolina

Advanced Media Research Methods	Graduate	Fall 2016 Fall 2015 Fall 2014 Fall 2013 Fall 2012	American University
Advanced Media Theory (co-taught)	Graduate	Fall 2014	American University
Internet Research Methods	Graduate	Spring 2013 Summer 2012	American University
Communication & Society	Undergraduate	Spring 2013 Fall 2012 Spring 2012	American University
Digital Media & Culture	Undergraduate	Spring 2017 Spring 2016 Spring 2015 Fall 2013	American University
Introduction to Social Media Analytics	Undergraduate	Fall 2017 Spring 2018	University of North Carolina
Navigating Information Networks	Undergraduate	Spring 2010	University of Washington
Our Post-Truth World	Undergraduate	Fall 2017	University of North Carolina
Social Media Analytics with Python	Undergraduate	Spring 2015	American University
Understanding Media	Undergraduate	Spring 2017 Fall 2016 Fall 2015 Fall 2014 Spring 2012	American University
Introduction to Communication I (as TA)	Undergraduate	Winter 2010	University of Washington
Mass Media Law (as TA)	Undergraduate	Fall 2009	University of Washington

Doctoral committee work

<i>Student name</i>	<i>Role</i>	<i>Timeframe</i>
Matsa, Katerina	Chair	2016-present
Davis, Dorian	Member	2016-present
Zaugg, Isabelle	Member	2015-2017
Newman, Todd	Co-chair	2015-2016
Hackl, Andrea	Member	2015-2016

Software

<i>Name</i>	<i>Description/link</i>	<i>Language</i>	<i>Last updated</i>
fb_scrape_public	A script for collecting post and comment data from public Facebook pages.	Python	11/29/16

https://github.com/dfreelon/fb_scrape_public

Twitter Subgraph Manipulator (TSM)	A module that offers various network analysis functions for large, sparse, and long-tailed networks. https://github.com/dfreelon/TSM	Python	11/18/16
ReCal	An online intercoder reliability calculator (ReCal) for 2 or more coders. http://dfreelon.org/utills/recalfront/	PHP	1/15/13

Professional service

<i>Role</i>	<i>Project(s)</i>	<i>Timeframe</i>	<i>Notes</i>
Award chair	Best Software Award Committee, Information Technology & Politics section, American Political Science Association	2014	
Award reviewer	Paul Lazarsfeld Best Paper Award Committee, Political Communication section, American Political Science Association	2016-2017, 2014-2015	
	Social Science Research Council Dissertation Proposal Development Fellowship	2014	
Journal special issue co-editor	American Behavioral Scientist special issue on New Media & Social Unrest	2013	with Zeynep Tufekci
Journal editorial board member	Journal of Broadcast & Electronic Media	2014-present	
	Political Communication	2017-present	
	Social Media & Society	2014-present	
Journal referee	American Political Science Review; ANNALS of the American Academy of Political and Social Science; Big Data & Society; British Journal of Political Science; Communication Theory; Computers in Human Behavior; Cyberpsychology, Behavior, and Social Networking; Digital Journalism; Environmental Communication; European Journal of Communication; Information, Communication & Society; The Information Society; International Journal of Communication; International Journal of Press/Politics; International Studies Quarterly; Journal of Broadcasting & Electronic Media; Journal of	2010-present	

Communication; Journal of Computer-Mediated Communication; Journal of Information Technology & Politics; Journalism; Journalism & Mass Communication Quarterly; Mobilization; New Media & Society; Political Behavior; Political Communication; Political Research Quarterly; Research in Social Movements, Conflicts and Change; Social Media and Society; Social Psychology Quarterly; Social Science Computer Review; Visual Communication Quarterly

Program committee member, senior International Conference on Web and Social Media (ICWSM) 2017

University service

<i>Role</i>	<i>Committee or group</i>	<i>Timeframe</i>
Application reviewer	AU Honors program	2015

Departmental service

<i>Role</i>	<i>Committee or group</i>	<i>Timeframe</i>
Member	Strategic communication faculty search committee	2015-present
	Merit committee	2014-2016
	Computational methods/applied communication joint faculty search committee	2014
	Digital gaming faculty search committee	2012-2013
	PhD program steering committee	2012-present
	Rank & Tenure committee	2012-2013
	Technology committee	2011-2012
Organizer	Digital Media Working Group (organized panels and presentations and designed/maintained blog for an interdisciplinary group of scholars interested in digital media)	2007-2008
Tutor	Communication Writing Center	2007-2008

Non-academic work experience

<i>Employer</i>	<i>Position</i>	<i>Duties</i>	<i>Timeframe</i>
Duke University	Multimedia Lab Manager	In addition to duties listed under "Technology Training Coordinator," began supervising two student multimedia labs on campus. Answered day-to-day patron questions, handled recruitment and other personnel issues, oversaw purchasing of new	2005-2006

		equipment.	
Duke University	Technology Training Coordinator/Trainer	Provided technology instruction to students, staff, and faculty in topics such as web design, MS Office, and Macromedia Flash. Developed learning materials, lesson plans, and advertisements for workshops. Offered specific advice to faculty in instructional uses of technology. Updated department web site. Planned and scheduled sessions for the Training Department. Supervised other trainers, kept training statistics, developed new online database system for handling enrollment.	2002-2006
Stanford University	Student computer technician	Upgraded Stanford's public computers, refurbished older computers for departmental resale, maintained inventory of existing IT stock, installed and reimaged lab computers.	2002
Stanford University	Residential Computer Coordinator	Connected student computers to the Internet, cleaned viruses, performed network hardware troubleshooting, recovered lost data.	1999-2002

Other skills

<i>Skill category</i>	<i>Details</i>
Programming & scripting languages	Javascript Linux (bash) MySQL PHP Python R
Languages	Spanish (reading, basic speech)