

Amanda Kate DeSimone-Shabrack, M.Ed., M.I.S.

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PROFESSIONAL SUMMARY

Innovative and experienced educational technology professional with expertise in adult education methodologies, curriculum and course design concepts, and adult learning theory. Well-versed in researching and evaluating educational technology tools, software, and hardware for their suitability in meeting institutional needs. Skilled in developing technology training programs that ensure the proficient use of technology tools and platforms. Adept at developing and implementing training programs, including the measurement of performance indicators, data analysis and visualization, virtual and in-person training production, and course and policy development.

EDUCATION

University of Illinois – Urbana Champaign

Doctor of Education (EdD): Education Policy, Organization and Leadership 2020-2024 (anticipated)
Major: Learning Design and Leadership
Adviser: Dr. Mary Kalantzis

North Carolina Central University

M.I.S., Information Science 2018-2019
Graduated Summa Cum Laude
Advisor: Dr. Gabriel Peterson

North Carolina Central University

M.Ed., Education Technology 2015-2018
Graduated Summa Cum Laude
Advisor: Dr. James Osler

Post University

B.S. Business Administration/Management 2009-2012
Graduated Cum Laude
Advisor: Gail Babbington

AWARDS

Innovation and Entrepreneurship Award - NCCU 2019
Dean's List - NCCU 2019
Dean's List - NCCU 2018
Dean's List - NCCU 2017

TEACHING EXPERIENCE

NORTH CAROLINA CENTRAL UNIVERSITY

North Carolina Central University | Durham, NC
Adjunct Professor (2019-Present)

Professional Summary:

Design and deliver curriculum for the School of Information Science (graduate) in courses such as Intro to Databases and Advanced Databases, Information System Projects, Information Policy and the Information Society, Research Methods, and Information Systems in Organizations. Develop and implement interactive lesson plans and course materials that engage students and meet individual needs by tailoring didactic and ubiquitous teaching strategies based on student backgrounds and abilities. Apply current research, adult learning theories, academic best practices, and technology resources to instructional processes to ensure effective and efficient learning outcomes. Coach and provide educational and experiential learning support to individual students to improve their understanding and mastery of course material.

Selected Accomplishments:

Successfully integrated innovative communication technology into instructional approach, including distance learning and collaborative technologies such as Zoom, Slack, MS Teams, Canvas, and Blackboard. This enhanced comprehension and engagement of students with the course and resulted in improved learning outcomes. Created supplemental tutorials using Camtasia to assist students with course material and reinforce key concepts. Served as a Program Support Specialist to the department, assisting in the development of workshops on collaborative learning, effective use of learning management systems and education technology, instructional design, evaluation techniques, and microlearning applications.

WORK EXPERIENCE

Foreign Service Institute (FSI), U.S. Department of State | Arlington, VA

Education Technology Advisor (11/2022 – Present)

Professional Summary:

Serves as a leading agent and principal coordinator for SPAS-wide educational technology initiatives. Responsible for planning, directing, consulting, coaching, authoring, and implementing educational technologies among a wide range of complex training programs, projects, and initiatives within the Division and the School. Serves as the authority within the School to coach staff on implementing effective, appropriate, and approved educational technologies and experiential learning strategies. Develops and maintains connections across the Foreign Services Institute (FSI) and the Department to ensure the School aligns with and utilizes relevant technologies to meet strategic objectives. Serves as CSD's and SPAS expert on educational technologies, virtual training, hybrid learning, synchronous and asynchronous learning activities, management of the Learning Management System (FSiLearn), and technology-based microlearning opportunities. Explores opportunities for unused technologies and applications to amplify SPAS participant experience, engagement, and learning. Provides expert advice and guidance to the Division Director and SPAS leadership to ensure curricula address strategic goals and objectives of FSI and the Department of State. Developing an effective and consistent online resource site for SPAS with relevant and useful Department and FSI-based technological and relevant resources. Initiate, coordinate, and manage a regular and consistent exchange of updates, best practices, and shared educational technologies and challenges with SPAS division POCs through regular communications. Coordinates management of SPAS education technology licenses, best practices, resources, technology property, and sample cases of educational technology tools. Provides support and expertise to SPAS divisions and subject matter experts in developing and enhancing the Learning Management System (FSiLearn). Establish, champion, and coordinate a technology innovation plan in coordination with key stakeholders for the School and in alignment with the Institute's and the Department's strategic organizational goals and objectives for training and education.

Skills:

- Expert knowledge of educational technologies applicable to the delivery of training and new adult education methodologies.
- Strong ability to conceptualize, design, and apply advanced theories, concepts, principles, and practices in adult education methodologies and instructional design.
- Excellent skills in curriculum and course design concepts.
- Proficient in virtual training, hybrid learning, synchronous and asynchronous learning activities, and technology-based microlearning opportunities.
- Strong ability to coach staff on implementing effective, appropriate, and approved educational technologies.
- Exceptional communication and interpersonal skills.
- Strong analytical and problem-solving skills.
- Proficient in Microsoft Suite, FSILearn, and SharePoint.

Web Weaving Women, LLC | Apex, NC

Owner/Website Developer & Designer (10/2021 – Present)

Professional Summary:

Small business creating websites using WordPress Content Management System. Designing and implementing custom WordPress themes and templates based on client specifications. Developing and customizing WordPress plugins to add additional functionality to websites. Creating responsive website designs that are optimized for mobile devices. Collaborating with designers, project managers, and other developers to ensure timely and successful project delivery. Troubleshooting and resolving issues with WordPress websites. Conducting website testing to ensure proper functionality. Implementing and configuring WordPress security measures to protect websites from cyber threats. Keeping up to date with the latest WordPress updates and trends in web development. Providing technical support and training to clients on how to use their WordPress websites. Creating and maintaining website documentation.

Skills:

- Expert in WordPress, HTML, CSS, JavaScript, PHP, and MySQL.
- Experience with responsive design, website optimization, and website security.
- Excellent problem-solving and communication skills

Department of Health and Human Services | Raleigh, NC

Staff Development Specialist II (10/2020 – 11/2022)

Responsible for creating and developing educational materials and courses. Worked with subject matter experts to design, develop, and deliver effective training programs, online courses, and other educational content. Created engaging and effective learning experiences that help learners acquire knowledge and skills using Camtasia, Articulate 360, and Adobe Creative Cloud. Conducting needs assessments to identify knowledge and skills gaps and determine training needs. Implemented and delivered training programs, including instructor-led and online training, and facilitating live training sessions. Staying up-to-date on the latest trends and best practices, including new technologies and instructional design methodologies.

**North Carolina Central University |
Durham, NC**

Graduate Research Assistant (8/2017 – 5/2019)

Assisted professors and researchers in the exploration of the impact of digital literacy on teaching and learning. Served as a teaching assistant and Blackboard LMS technical support for online courses for the School of Library and Information Sciences.

Selected Accomplishments:

Designed curriculum for the School of Education's joint initiative with the Global Peace Foundation that included courses in Cyber Security (CEH, CISSP, CISA), Call Center Support, IT Forensics, and Entrepreneurship. Supported the initial design for online

deployment to a central repository. Engaged partnerships at K-12, local and international industry and civic, and faith-based organizations to establish connections at intra-institutional, inter-institutional, and international organizations. The completed research project on digital literacy is pending publication.

Realize a Better You, LLC | Raleigh, NC

Life Coach (9/2009 – 9/2015)

Conducted assessments to determine clients' goals, needs, and challenges. Worked with clients to develop customized action plans that identify specific steps to achieve their goals. Provided ongoing support, encouragement, and motivation to help clients stay focused and motivated. Assisted clients in identifying and overcoming obstacles and limiting beliefs that may be preventing them from achieving their goals. Held clients accountable for taking action and making progress toward their goals. Provided feedback and guidance to help clients improve their performance and achieve their goals.

Clinical Lab Partners | Newington, CT

Supervisor of Training, Client Services (5/2010 – 6/2013)

Ensured clients received exceptional service while supporting the laboratory testing company's objectives and policies. Established and implemented client service strategies that increased sales while cultivating a positive client experience. Oversaw the 40+ employee department, including managing daily call center operations and onboarding all new employees on department tools and procedures.

Selected Accomplishments:

Designed online training seminars and competency evaluations using Camtasia, WebEx, and the company intranet. Implemented cost-containment initiatives by optimizing travel routes and patient visits, reducing costs and downtime. Improved team performance by integrating onboarding program enhancements in collaboration with the Development Team that included online training, a central repository of materials on SharePoint, and using Camtasia to record lessons of processes. Created a proprietary program that collected data from our systems for client services to use during troubleshooting with clients, reducing call time.

IT Help Desk Analyst (5/2009 – 5/2010)

Resolved technical issues end users encounter by troubleshooting IT-related issues, including hardware, software, internet connectivity, and desktop support. Executed call center technology upgrades, installed new help desk software, and led training programs.

Unit Leader (3/2003 – 5/2009)

Managed a 24-hour call center responsible for communication of inpatient and outpatient test results.

CERTIFICATIONS

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- CITI Human Research Social and Behavioral Research Certificate (2020)
 - CITI The RCR for Social & Behavioral Sciences Certificate (2020)
 - Articulate 360, LinkedIn Learning (2020)
 - Storyline 3, LinkedIn Learning (2020)
 - Financial Coach Master Training, Ramsey Solutions (2020)
 - e-Learning Instructor, North Carolina Central University (2018)
 - Diploma: Statistics, Alison Certificate Courses (2017)
 - Introduction to e-Learning Theory and Practice, Alison Certificate Courses (2017)
 - Introduction to Instructional Systems Design, Alison Certificate Courses (2017)
 - Microsoft Digital Literacy IT Basics, Internet & Productivity Programs, Alison Certificate Courses (2017)
 - Diploma: Project Management, Alison Certificate Courses (2016)
 - Scratch: Teach Computer Programming in Schools, Alison Certificate Courses (2015)
 - Life Coaching Certification, Institute for Professional Excellence in Coaching (2013)

APPOINTMENTS AND AFFILIATIONS

Inducted member of Phi Kappa Phi Honor Society, University of Illinois (5/2022)

N.C. Interagency Coordination Council for Children from Birth to Five with Disabilities and Their Families

Parent Chairperson (8/2017 –08/2022)

Executive Committee Member(8/2017-08/2022)

Membership Committee Member (9/2018-08/2022)

INVITED PRESENTATIONS AND PANELS

Family Engagement Leadership Summit (5/2022)

- **Invited Speaker** – Parent perspective on the need for family engagement and leadership to direct social and political change in the State of North Carolina.

NC Infant & Early Childhood Mental Health, Home Visiting and Parent Education Conference (11/2020)

- **Invited Panelist** – Parent perspectives on how the effects of the COVID-19 pandemic on their family and touch on the topics of equity, and resilience.

Association for the Advancement of Educational Research (11/2017)

- **Invited Speaker**- The Impact of Digital Literacy in Teaching and Learning.

North Carolina Central University School of Education, 8th Annual Technology Institute for Educators (4/2016)

- **Invited Speaker** - Title: Mobile Apps to Support Learners with Autism

PUBLICATIONS

Cultivating Collective Praxis for Scholarly Transformation and Racial Justice: The Critical Race Theory Collective's (CRTc) Introduction to the Special Issue of the Education for Information Journal [Published]

Abstract: This special issue launches from the challenges of white supremacy within Library and Information Studies (LIS) and the demonizing of Critical Race Theory (CRT) within American and British societies. To address these challenges through a commitment to practice as well as theory, a special editorial team for this publication was formed to tackle head on how racialised knowledge justice issues can also manifest in scholarly publishing spheres. This team is the Critical Race Theory collective (CRTc): an international community of scholars, practitioners and activists working at the intersections of race, libraries, archives, information and education. This extended introduction is split into two parts that describe respectively the process and the product of the special issue. Part One charts the national contexts of CRTc praxis in the US and the UK, and outlines the community-building, restorative and pedagogical principles and lessons that have (in)formed the CRTc editorial and developmental process. Part Two outlines the papers that constitute the product of the special issue: contributions from American and British authors from interdisciplinary backgrounds who apply CRT frameworks to LIS discourse and practice. Together, these two parts demonstrate the scholar-activist underpinnings of CRTc to address, challenge, resist, interrupt, and ideally reverse the pushback against all forms of culturally conscious justice, especially racial justice.

DOI: 10.3233/EFI-220059 **Citation:** [Education for Information](#), vol. 38, no. 4, pp. 275-287, 2022

Examining Factors of Institutional Support for BIPOC Women in Library and Information Science [Accepted]

Abstract: To remain progressive, relevant, and representative, the field of Library and Information Sciences (LIS) must analytically explore the underrepresentation of women scholars and practitioners. From previous research, there have been limited discussions that need to expand to include the impact women and minorities have on careers in the humanities and the information world. Promoting and increasing women's roles in libraries, humanities, and technology lays a strong foundation that will inspire future generations and spur national progress. These advancements yield results applicable to the humanities and LIS workforce in both industry and academia. This article addresses the lack of support for BIPOC women, embedded field disparities and promotes the excellent work of women standing on the soapbox of diversity and inclusion innovatively.

Towards a More Readable Terms of Service Model [Pending]

Abstract: Social media are profoundly rooted in society, offering individuals diverse platforms and spaces to engage with others. As a result, a substantial amount of information presented on social media is the property of users. Therefore, individual users on various social media platforms must be informed about the information they choose to share and how platform owners use it. This paper strives to contribute towards the HCI/CSCW body of knowledge in this public space and propose more empirical information. Several social media terms of services are reviewed and explored to identify the downsides of users' willingness to read them. The information gathered aids the paper in determining ways to make reading or these terms of service easy and engaging for the reader. Ultimately a proposed TOS model was developed to serve as a visual aid guiding Facebook users in navigating the user agreement jargon based on a knowledge index subtopic. The paper further discusses the proposed model and its limitations.

Critical Race Theory's role and application in Misinformation [Pending]

Abstract: This paper examines the effects of misinformation and the misuse of information systems/technologies through a critical race theory lens. Critical Race Theory (CRT) has been at the forefront of discussions in the political and media realms for the last few years. Misinformation, however, is a critical concern that has not shared enough limelight in this arena, specifically with regards to where and how reliable information can be obtained and how race plays a key role. This paper begins with an overview of CRT's foundational origins and frameworks and explores three specific areas of misinformation: healthcare, elections, and library science. This work highlights the significant gaps in accurate information available to Black and African American persons, the lack of trust of these communities in the information provided by different sources, and the reasons for that mistrust. Additionally, we look at how artificial intelligence aids in presenting misinformation within social media platforms and how to mitigate such issues. Finally, it offers points of consideration regarding misinformation and CRT and discusses applications for use.

PROJECTS

STEM-it-Yourself

The STEM workforce has a disparity in gender and of historically disenfranchised groups. In partnership with the Pitt County Alumnae Chapter of Delta Sigma Theta Sorority, Inc. (PCACDST), we hope to serve as change agents for the Delta Academy program (PCACDST) by investigating the perceptions, attitudes, and behaviors of adolescent girls and by instilling confidence for the curation and developed of a STEM identity (i.e., SIY, STEM-It-Yourself). The program will introduce the young ladies to STEM by participating in STEM activities each month held by STEM Scientists who look like them. The Delta Academy program seeks to spur young girls to new heights through science, technology, engineering, and mathematics.

SPARK – SOH Time

The SPARK initiative was initially to create a unique, online platform which was named SOH Time (Seeds of Healing); which is an engaging website that connects Black women from across the globe who have a diagnosis of HIV. This web based space is a custom-designed and culturally tailored website that offers a series of topics to include support groups, opportunities to engage with experts on HIV and the health of Black women, while providing tangible tools to aid adherence to HIV medication and other health behaviors while social-distancing. The platform is moderated by Black women who are long term survivors of HIV and are champions of advocacy to foster resilience and confront HIV related stigma in the quest to End the HIV Epidemic.

CRTcollective

The Critical Race Theory Collective (CRTc) serving as the Editorial Associate for Education for Information's (EFI) second annual special issue on Race in Information Studies openly seeks scholarly contributions for the 2022 edition. The 2022 theme is Critical Race Theory (CRT). www.crtcollective.org

PATHS University

PATHS University, which stands for Peaceful Actions for the Enhancements of Human Services is an educational project geared toward the advancement of the African communities. The objective of PATHS University is to develop a location and a building of higher education for the Guinean African community. PATHS University is needed to prepare students to be adaptive to the world's expectations to create productive undergraduates and graduate students who will be capable to sustain the African continent and outsource African services to the rest of the world. PATHS University will support the country by educating and ensuring African citizens rise above poverty, increase productivity and export goods and services in Africa and around the world. In the process, PATHS University will bring employment opportunities to Guineans and surrounding communities. The vision and project's mission will enhance the knowledge of its constituents and build the infrastructure of the country.