

# DR. TATIANA BATOVA

Associate Professor, University of Virginia, Darden School of Business

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## ACADEMIC POSITIONS

**Associate Professor**, University of Virginia, Darden School of Business, July 2021-present

**Associate Professor** with tenure, August 2019-June 2021, Arizona State University, Technical Communication program & User Experience degree

**Faculty Affiliate**, August 2020-May 2021, The Design School, Herberger Institute of Design and The Arts

**Faculty Affiliate**, January 2020-May 2021, Department of Marketing, W.P.Carey School of Business, Arizona State University

**Senior Sustainability Scholar**, March 2017-May 2021, Arizona State University, Julie Ann Wrigley Global Institute of Sustainability

**Assistant Professor**, August 2013-May 2019, Arizona State University, Technical Communication program & User Experience degree

**Seminar Instructor**, Jan-Feb 2013, Wisconsin School of Business (Custom Executive Education) and University of Wisconsin-Stevens Point (School of Business and Economics) for the Aspirus health system

**Graduate Instructor**, Sept 2008-May 2012, University of Wisconsin-Milwaukee (Department of English)

**Adjunct Instructor**, Jan-May 2006, University of Wisconsin-Green Bay (Department of Modern Languages)

**Graduate Instructor**, Sept 2003-Dec 2005, University of Wisconsin-Milwaukee (Department of Foreign Languages and Literature)

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## MANAGERIAL & EDITORIAL EXPERIENCE

**Freelance Consultant** (Multilingual Communication, User Experience, and Content Strategy), 2005 - Present

**Co-director of MS in User Experience degree** (Ira A. Fultron School of Engineering and Interdisciplinary Humanities), January 2020-May 2021, Arizona State University

**Assistant Editor**, Sept 2010 - May 2013, Cream City Review, Milwaukee, WI

**Localization Project Manager**, Jan - July 2008, CPGauger, West Allis, WI

**Language Specialist: Russian**, Jan 2007 - Jan 2008, Columbia St. Mary's hospitals, Milwaukee, WI

**Localization Project Manager**, June - Dec 2006, ICD Translation, Milwaukee, WI

## AWARDS

Distinguished Scholar Award, College of Integrative Sciences and Arts, ASU, 2019

Nomination for the Best Article Reporting Qualitative or Quantitative Research, Technical and Scientific Communication category, the Conference on College Composition and Communication, 2019

Runner-up for the Rudolph Joenk Award for Outstanding Article in the IEEE Transactions on Professional Communication, 2018

Summer Research Award, College of Integrative Sciences and Arts, ASU, 2014, 2015, 2016, 2017, 2018

Nomination for the Best Article on Philosophy or Theory, Technical and Scientific Communication category, the Conference on College Composition and Communication, 2016

Frank R. Smith Outstanding Journal Article Award, *Technical Communication*, the journal of the Society for Technical Communication, 2010

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## GRANTS

Seed Grant, Institute for Social Sciences Research, ASU, 2019-2020 (as Co-PI with Ruediger, S.).  
"Willingness to Take an Opioid Pain Medication and Culture-defined Beliefs in Social Mobility." (\$7,957).

Catalyst Grant, University of Wisconsin-Milwaukee (stage 2), 2016-2017 (as Co-PI with Clark, D. and Card, D.). "Responsive Writing Solutions." (\$50,000).

NSF I-Corps Grant, 2016 (as Co-PI with Clark, D. and Card, D.). "Responsive Writing Solutions." (\$50,000).

Ideadvance Seed Grant, 2015-2016 (as Co-PI with Clark, D.). "Controlled Language Solutions for Global Organizations." (\$25,000).

Catalyst Grant, University of Wisconsin-Milwaukee (stage 1), 2014-2015 (as Co-PI with Clark, D.).  
"Controlled Language Software Optimized for Small Organizations." (\$12,905).

Center for Information Development-Management (CIDM) Grant, 2013-2014. Sponsors: Microsoft, EasyDITA, SDL, Adobe. "Survey of Best Practices of Multilingual Quality and Global Component Content Management." (\$5,000 plus travel to the 2014 CIDM Best Practices Conference).

University of Wisconsin-Stevens Point, School of Business and Economics, 2011 (as PI with Ruediger, S.).  
"'Third Context' of Intercultural Communication: Developing Best Practices for Teaching Intercultural Business Communication Classes." (Travel to China).

University of Wisconsin System, Office of Professional and Instructional Development, 2009-2010 (as Co-PI with Walczyk, N., Clark, D. and Khatchadourian, S.). Undergraduate Teaching & Learning Grant:  
"Writing English for Non-native Speakers: Assessing and Developing Best Practices for Teaching Business Writing Students."

## EDUCATION

**Ph.D. in English** (emphasis in Professional, Business, and Technical Writing); University of Wisconsin-Milwaukee, May 2013

Summa Cum Laude

*Dissertation: "Global Technical Communication and Content Management: A Study of Multilingual Quality"*

*Committee: Dave Clark (chair), Rachel Spilka, Gerald Alred, Dennis Lynch, Scott Graham*

**M.A. in Foreign Languages and Literature** (German - English Translation); University of Wisconsin-Milwaukee, December 2005

Magna Cum Laude

**M.A. and B.A. in German, English, and Foreign Language Pedagogy**; Tula State Pedagogical University, Tula, Russia, June 2003

Summa Cum Laude

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## PUBLICATIONS (lead author listed first)

### Peer-reviewed journal articles

1. **Batova, T.**, Ruediger, S. (2023). "Cross-Country Analysis of the Association of Cultural Dimensions with Prescription Opioid Consumption and Implications for Health Education." *Substance Use and Misuse* 58(4), 536-550.
2. **Batova, T.** (2021). "To Wear or Not To Wear: A Commentary on Mistrust in Public Comments to CDC Tweets about Mask-Wearing during COVID19." *International Journal of Bus Comm* 59(2), 287-308.
3. **Batova, T.** (2021). "An Approach for Incorporating Community-Engaged Learning in Intensive Online Classes: Sustainability and Lean User Experience." *Technical Communication Quarterly* 30 (4), 410-422.
4. **Batova, T.** (2021). "'Picturing' Xenophobia: Visual Framing of Masks during COVID-19 and Implications for Advocacy in Technical Communication." *Journal of Bus and Tech Communication* 35 (1), 50-56.
5. Ruediger, S., **Batova, T.** (2020). "The Candy Price Index and the Gumball Domestic Product." *Journal of Economics Teaching* 5 (1), 1-16.
6. **Batova, T.**, Ruediger, S. (2019). "Improving Student Outcomes in High-Enrollment Statistics Classes with the Structured Writing Approach." *Teaching Statistics* 41, 94-100.
7. **Batova, T.** (2019) "Lost in Content Management: Constructing Quality as a Global Technical Communication Metric." *Technical Communication* 66 (2), 30-52.  
*\*Nominated for the Best Article Reporting Qualitative or Quantitative Research award in the Conference on College Composition and Communication: Technical and Scientific Communication*
8. **Batova, T.** (2018) "Global Technical Communication in 7.5 Weeks Online: Combining Industry and Academic Perspectives." *IEEE Transactions on Professional Communication* 61 (2), 311-329.  
*\*Runner-up for the 2018 Rudolph Joenk Award for Outstanding Article in the IEEE Transactions on Professional Communication.*

9. **Batova, T.** (2018) "Work Motivation in the Rhetoric of Component Content Management." *Journal of Business and Technical Communication* 32 (3), 308-346.
10. **Batova, T.** (2018) "Negotiating Multilingual Quality in Component Content Management Environments: A Case Study." *IEEE Transactions on Professional Communication* 61 (1), 77-100.
11. **Batova, T.**, Andersen, R. (2017) "A Systematic Literature Review of Changes in Roles/Skills in Component Content Management Environments and Implications for Education." *Technical Communication Quarterly* 26 (2), 173-200.
12. Andersen, R., **Batova, T.** (2015) "The Current State of Component Content Management: An Integrative Literature Review." *IEEE Transactions on Professional Communication* 58 (3), 247-270.
13. **Batova, T.**, Clark, D. (2015) "The Complexities of Globalized Content Management." *Journal of Business and Technical Communication* 29 (2), 221-235.  
*\*Nominated for the Best Article on Philosophy or Theory of Technical or Scientific Communication award in the Conference on College Composition and Communication: Technical and Scientific Communication Awards category.*
14. **Batova, T.** (2014) "Component Content Management and Quality of Information Products for Global Audiences: An Integrative Literature Review." *IEEE Transactions on Professional Communication* 57 (4), 325-339.
15. **Batova, T.** (2010) "Writing for the Participants of International Clinical Trials: Law, Ethics, and Culture," *Technical Communication* 57 (3), 266-281.  
*\*Society for Technical Communication (STC): Frank R. Smith Outstanding Journal Article Award. One article is selected each year in the flagship journal of this organization.*

#### **Peer-reviewed book chapters**

1. **Batova, T.**, Andersen, R. (2023). "Content Management." In Yu, Han, & Jonathan Buehl (Eds.). *Keywords in Technical and Professional Communication*. The WAC Clearinghouse; University Press of Colorado.
2. **Batova, T.** (forthcoming in 2024). "Sustainability as a Productive Site of User Experience Collaboration." *Collaborations and Partnerships in UX*. Eds. Robinson, J., Weber, R. The WAC Clearinghouse.
3. **Batova, T.** (2014) "Legal Literacy for Multilingual Technical Communication Projects." *Legal Issues in Global Contexts*. Eds. St. Amant, K., Rife, M. Baywood Publishing, 83-102.  
*\*Edited collection won Award of Excellence in the STC International Summit Competition (an international award) and Award of Excellence in the Society for Technical Communication Washington, DC-Baltimore technical publications competition (a regional award)*

#### **Peer-reviewed proceedings articles**

1. **Batova, T.** (2019). "Cultural Dimensions, Consumption of Opioid Pain Medications, and Designing Educational Information Products." *Proceedings of the International Professional Communication Conference, 2019 IEEE International*. Full paper format.

2. **Batova, T.**, Andersen, R., Evia, C., Sharp, M., Stewart, J. (2016) "Incorporating Component Content Management and Content Strategy into Technical Communication Curricula." *Proceedings of the Special Interest Group on Design of Communication (SIGDOC) of the Association for Computing Machinery*. Extended abstract format.
3. **Batova, T.** (2016) "Lean UX and Innovation in Teaching." *Proceedings of the International Professional Communication Conference, 2016 IEEE International*. Extended abstract format.
4. **Batova, T.**, Card, D., Clark, D. (2016) "Challenges of Lean Customer Discovery as Invention." *Proceedings of the International Professional Communication Conference, 2016 IEEE International*. Brief paper format.
5. **Batova, T.** (2015) "Component Content Management in Multiple Languages: A Conceptual Controversy." *Proceedings of the International Professional Communication Conference, 2015 IEEE International, 202-205*. Brief paper format.

#### **Edited special issues in academic journals**

1. **Batova, T.**, Andersen, R. (2016) Special Issue on Content Strategy, *IEEE Transactions on Professional Communication*.
2. Andersen, A., **Batova, T.** (2015) Special Issue on Component Content Management, *IEEE Transactions on Professional Communication*.

#### **Editorials in academic journals**

1. **Batova, T.**, Andersen, R. (2016) "Introduction to the Special Issue: Content Strategy—A Unifying Vision" (Editorial). *IEEE Transactions on Professional Communication* 59 (1), 2-6.
2. Andersen, R., **Batova, T.** (2015) "Introduction to the Special Issue: Content Management—Perspectives from the Trenches" (Editorial). *IEEE Transactions on Professional Communication* 58 (3), 242-246.

#### **Editorial-reviewed articles in trade journals**

1. **Batova, T.** (2015) "Multilingual Quality and Topic-based Authoring: A Survey of Common Practices." Center for Information Development-Management, Best Practices eNewsletter. (Word count: 1511 words + 6 figures)  
*\*The Center for Information Development-Management is an organization of information-development managers across the United States and internationally. Its newsletter publishes innovative work in technical communication and information management, is by invitation only, and is reviewed by the editorial board that consists of industry and academic thought leaders.*

#### **Cases and related materials**

1. Batova, T. (forthcoming in 2024). Usability Testing for Data Visualizations. Technical Note Number: UVA- BC-0301.
2. Batova, T., Kemp, B. (2023). Market Street Wine: Extending the Aisle (Teaching Note). Case Number: UVA-BC-0286TN.
3. Batova, T., Ruediger, S., Yemen, G. (2022). Flying Around Real Estate Development: Persuading with Data Visualizations. Case Number: BC-0285.

4. Batova, T., Ruediger, S. (2022). Flying Around Real Estate Development: Persuading with Data Visualizations (SPREADSHEET). Case Number: BC-0285X.
  5. Batova, T., Yemen, G. (2022). Market Street Wine: Extending the Aisle. Case Number: BC-0286.
  6. Batova, T., Mehedi, A.R. (2022). Market Street Wine: Extending the Aisle (SPREADSHEETS 1 & 2). Case Numbers: BC-0286X & BC-0286X2.
  7. Batova, T. (2022). Charts in the Time of Cholera: Saving Lives with Data Visualizations. Case Number: BC-0288. HANDOUT Case Number: BC-0288H. SPREADSHEET Case Number: BC-0288X.
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## PUBLICATIONS IN PROGRESS

1. Batova, T. "Navigating data visualization across countries: USA, India, and Portugal".
  2. Batova, T. "Cross-cultural data visualization: USA and China".
  3. Batova, T. "Data Visualization Across Cultures: An Integrative Review of Literature in Business, Communication, Engineering, and Design".
  4. Batova, T. "How To Make Your Data Visualizations Work Across Cultures".
  5. Batova, T. *The History of User Experience*. (Book-length project).
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## PRESENTATIONS

### Academic, peer-reviewed conferences

1. "Data Visualization Across Cultures." Association for Business Communication, Denver, October 2023.
2. "Multilingual Data Visualizations." Association for Business Communication, Denver, October 2023 (research roundtable format).
3. "Generative AI for Multilingual Qualitative Research." Association for Business Communication, Denver, October 2023 (research pitch format).
4. "The Impact of Interdependence on the Willingness to Take Opioid Pain Medications" (with Mandel, N., Wang, Q.; presented by Mandel, N.). *Society for Consumer Psychology Conference: Boutique Conference on Addiction and Maladaptive Consumption*, Seattle, August 2019.
5. "Cultural Dimensions, Consumption of Opioid Pain Medications, and Designing Educational Information Products." *International Professional Communication Conference*, Aachen (Germany), July 2019.
6. "Collaborating for Sustainability: Project Cities in the Online UX Classes." *Special Interest Group on Design of Communication of the Association for Computing Machinery*, Milwaukee, August 2018.

7. "Lean Hypothesis Testing in a UX Class: Combining User-Centeredness and Business Goals to Meet Industry Demands." *Council for Programs in Technical and Scientific Communication*, Savannah, October 2017.
8. "The Industry/Academy Collaborative Research Initiative and the Global Content Strategy Project: Lessons Learned" (with Andersen, R.). Panel: Content Strategy: Local and Global Perspectives. *Association of Teachers of Technical Writing*, Portland, March 2017.
9. "Writing in Economics and Statistics Mass Lecture Class: Targeting Pain Points with Structured Writing-to-Learn" (remote participation, with Ruediger, S.). Poster Session. *American Economic Association*, Chicago, January 2017.
10. "Writing in a Business Statistics Mass Lecture: Targeting Pain Points with Structured Writing-to-Learn" (remote participation, with Ruediger, S.). *Decision Science Institute*, Austin, November 2016.
11. "Lean UX and Innovation in Teaching." *International Professional Communication Conference*, Austin, October 2016.
12. "Challenges of Lean Customer Discovery as Invention" (with Card, D., Clark, D.). *International Professional Communication Conference*, Austin, October 2016.
13. "Task-oriented Content Audit in a UX Class," *Special Interest Group on Design of Communication of the Association for Computing Machinery*, Arlington, September 2016.
14. "Engineers' Design Practices: An International Ethnographic Pilot Study" (remote participation, with Durão, R., Eriksson, Y., Mattson, K.). *Society for Social Studies of Science*, Denver, November 2015.
15. "Writing in a Business Statistics Mass Lecture: Targeting Pain Points with Structured Writing-to-Learn" (with Ruediger, S.). *Association for Business Communication*, Seattle, October 2015.
16. "Conveying Meaning Through Shapes and Lines: What Practicing Engineers Can Teach Higher Education (HE) about Information Literacy in G/Local Worksites" (remote participation, with Durão, R., Eriksson, Y., Mattson, K., El Hilali, N., Yenda Illunga, Y., and Parianou, A.). *Georgia International Conference on Information Literacy*, Savannah, September 2015.
17. "Component Content Management in Multiple Languages: A Conceptual Controversy." *International Professional Communication Conference*, Limerick (Ireland), July 2015.
18. "Visualizing Quality in Multilingual Component Content Management Networks." *Association of Teachers of Technical Writing*. Indianapolis, March 2014.
19. "Impacts of New Technologies on Negotiating Communication Quality in Global Teams." *Association for Business Communication*, New Orleans, October 2013.
20. "Content Management: New Gateways and Challenges of Technology in Transition" (panel presentation). *Conference on College Composition and Communication*, St. Louis, March 2012.
21. "International Technical Communication: Re-Considering Quality." *Association of Teachers of Technical Writing*, St. Louis, March 2012.

22. "‘Third Context’ of Intercultural Communication in Business Writing Classes" (with Ruediger, S.). *Association for Business Communication*, Montreal (Canada), October 2011.
23. "Positively Global: Editing the Work of Multilingual Writers." *Society for Technical Communication*, Sacramento, May 2011.
24. "Teaching Business Writing Students to Write for a Global Audience." *Association for Business Communication*, Chicago, October 2010.
25. "Teaching Business Writers to Write for a Global Audience." University of Wisconsin System, *President’s Summit on Excellence in Teaching and Learning*, Madison, April 2010.
26. "Business Writing Challenge: Bridging the Academic and Professional Worlds." University of Wisconsin System, *President’s Summit on Excellence in Teaching and Learning*, Madison, April 2010.
27. "Content Management and the Realities of Translation." *Association of Teachers of Technical Writing*, Louisville, March 2010.

#### **Industry conferences**

1. "UX Design for Sustainability: Where Academe, Business, and Community Meet." Poster Session. *User Experience Professionals Association (UXPA)*, Scottsdale, June 2019.
2. "Multilingual Quality and Topic-based Authoring: A Survey of Common Practices." *Center for Information Development-Management: Best Practices*, Stevenson, September 2014.
3. "Quality of Global Information Products and Component Content Management." *Congility*, London (UK), June 2014.
4. "Cultural Aspects of Medical Interpreting." *Annual Conference of Midwest Association of Translators and Interpreters*, Beloit, September 2007.

#### **Invited presentations**

1. "An Approach for Incorporating Community-Engaged Learning in Intensive Online Classes: Sustainability and Lean User Experience." Invited presenter for the "Online Teaching" PhD Seminar, Utah State University, October 2021.
2. "The Impact of Interdependence on the Willingness to Take Opioid Pain Medications" (with Mandel, N., Wang, Q., Ruediger, S.). W.P. Carey Marketing Department (ASU), *Consumer Behavior Lab Group Seminar Series*, Tempe, October 2019.
3. "Writing in Statistics and Economics Mass Lectures: Targeting Pain Points with Structured Writing-to-Learn" (with Ruediger, S.). Poster Session. *Learning Innovation Showcase*, Tempe, February 2018.
4. "Positively Apache Junction: Web User Experience for AJ Visitors." Project Cities program, Julie Ann Wrigley Global Institute of Sustainability, Tempe, November 2017.
5. "Locally-embedded User Experience: Project Cities and Fighting Negative Community Perceptions." Sites of Translation User-Experience Research Center, University of Texas-El Paso, November 2017.



6. "ATTW Career Workshop," Association of Teachers of Technical Writing, Portland, March 2017 (Workshop for graduate students planning to enter the academic job market; by tenure track faculty representing multiple institutions).
  7. "Intercultural Professional Communication." Interview for *Connexions: International Professional Communication Journal*, Issue 3(1), 2015.
  8. "What Does Topic-based Authoring Bring for Global Technical Communication?" Ignite Talk, *Special Interest Group on Design of Communication of the Association for Computing Machinery*, Colorado Springs, September 2014.
  9. "Implications of Component Content Management and Content Strategy for Curriculum Design." *STC Academic SIG Partnership Pre-Conference: Content Strategy Panel*, Colorado Springs, September, 2014.
  10. "Audience and Context in International Technical Communication." Guest lecture for "Theories in Business and Technical Writing" graduate seminar, University of Wisconsin-Milwaukee, October 2011.
  11. "Business and Technical Communication in the U.S." Tewood Metal International Trade Corp, international marketing department, Tianjin, China, June 2011.
  12. "Content Management and Translation." Society for Technical Communication-WI, February 2011.
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## TEACHING

### **Courses: University of Virginia, Darden School of Business**

User Experience, FY elective in the residential program (new course developed)

Storytelling with Data, SY elective in the residential and executive programs (course redeveloped)

Leadership Communication, FY residential core class

### **Courses: Arizona State University**

User Experience, online and in-person, undergraduate, graduate, and grad/undergrad (new courses)

Global Issues in Technical Communication, online, grad/undergrad (co-developed with Brumberger, E.)

Fundamentals of Technical Communication, online and in-persons, in the undergraduate format

### **Mentoring/Advising: Arizona State University**

1. Elisabeth Wrede, MS (2018): "Developing User-Friendly Help Documentation: The Impact of Mobile Device Usability Guidelines on the Design of Help Documentation for Smartphone Applications." Chair.
2. Robyn Coburn, MS (2018): "Persona Development: Bringing Personas to Life Through Ethical Research." Committee member.
3. Amanda Nash, MS (2018): "Examining Banner Bank's Current Operational Material and the Opportunity for Increased Usability." Committee member.

4. Amy Wood, MS (2017): “Usability Study for www.yourbrandpartner.com.” Chair.

5. Amanda Swiontek, MS (2017): “Knowledge Base Research, Design and Development for the Accesso Siriusware Product Suite.” Committee member.

6. Tessa Audet, MS (2017): “Understanding Parents’ Health Information Needs When Their Child is Newly Diagnosed with Cancer.” Committee member.

**Courses: UW-Madison and UW-Stevens Point**

Professional Seminar: Business Communication & Personal Leadership Effectiveness—Spring 2013

**Courses: UW-Milwaukee**

Business Writing, face-to-face and online

Technical Writing, online

Introduction to College Writing, face-to-face

Introduction to Mechanical Engineering: Communication Elements Lab

First, Second, and Third Semester German, face-to-face

First and Second Semester Russian, face-to-face

Advanced Russian Reading and Conversation, face-to-face

**Courses: UW-Green Bay**

German-English Translation, face-to-face

Advanced German Conversation and Composition, face-to-face

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**UNIVERSITY SERVICE**

Personnel Committee for Tenured and Tenure-Track Faculty, College of Integrative Sciences and Arts, ASU, Fall 2020-Spring 2021

Environmental Humanities Initiative, ASU, Spring 2017-Spring 2021

Project Cities, Julie Ann Wrigley Global Institute of Sustainability, ASU, Spring 2017-Spring 2021

MyASU re-design project (faculty adviser for UX), University Technology Office, ASU, Spring 2016-Spring 2021

MS in User Experience (UX) degree development, Fulton Schools of Engineering/College of Integrative Sciences and Arts, ASU, Fall 2016-Spring 2021

User Experience (UX) Research Lab development, College of Integrative Sciences and Arts, ASU, Spring 2014-Spring 2021

Curriculum Committee, College of Integrative Sciences and Arts, ASU, Fall 2017-Spring 2019

Search committee: Tenure-track line in Technical Communication. ASU, College of Integrative Sciences and Arts, Interdisciplinary Humanities and Communication, Fall 2015-Spring 2016

Search committee: Open rank line in Technical Communication. ASU, College of Integrative Sciences and Arts, Interdisciplinary Humanities and Communication, Fall 2015-Spring 2016

Search committee: Tenure-track line in English Education. ASU, College of Integrative Sciences and Arts, Interdisciplinary Humanities and Communication, Fall 2014-Spring 2015

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### **SERVICE FOR THE PROFESSION**

Association for Business Communication, Graduate Studies Committee, 2023-present

Association for Business Communication, Research Committee, 2023-present

Editorial Advisory Board, *Technical Communication Quarterly*, 2018-present

Affiliate Researcher: Sites of Translation UX Research Center, University of Texas-El Paso, 2017-2021

Reviewer for journals: (1) *IEEE Transactions of Professional Communication*, (2) *Journal of Business and Technical Communication*, (3) *Technical Communication Quarterly*, (4) *Rhetoric, Professional Communication, and Globalization*, (5) *Connexions* (until 2018)

Reviewer for conferences: UXPA (2018, 2019), IEEE ProComm (2018, 2019), SIGDOC (2015, 2018)

Reviewer and judge for the SIGDOC Student Research Competition (2015, 2016, 2017, 2018, 2019)

Association for Business Communication, Undergraduate Studies Committee, 2013-2022

Association for Business Communication, International Issues Committee, 2015-present

Society for Technical Communication, Outstanding Article Judging Team, 2011

Society for Technical Communication, Wisconsin Chapter, Program Committee, 2010-2011

Technical and Business Writing Advisory Committee, University of Wisconsin-Milwaukee, 2009-2013

Director, Midwest Association of Translators and Interpreters, 2008-2009

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### **PROFESSIONAL DEVELOPMENT**

“Capturing and Analyzing Social Media Data Using Twitter.” Workshop by the Institute for Social Science Research, ASU, February 1, 2019

“Social Psychology with Business Applications.” Graduate-level class at the W.P.Carey School of Business, ASU, Spring 2018

Certificate: "DITA Hands-on Workshop (oxygen editor)", STC Phoenix Chapter, May 2016

Certificate: "Creating Mobile Apps Without Coding (ViziApps)," STC Phoenix Chapter, October 2015

## **LANGUAGES & TECHNICAL SKILLS**

English, Russian, and German; some knowledge of French

Proficiency with UserTesting, TryMyUI, UserZoom, Qualtrics, Balsamiq, Axure, Adobe XD, Figma, Tableau, Microsoft Office, HyperResearch, Adobe Creative Suite, Camtasia, Web content management systems (WordPress, Drupal), HTML, CSS, XML, SDL Language and Knowledge Delivery Solutions, WordFast, ViziApps

Familiarity with DITA Open Toolkit, R, SQL, JavaScript, Stata

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## **MEMBERSHIPS**

Academy of Management (AOM)

Darden Leadership Communication Council

Association for Business Communication (ABC)

Association of Teachers of Technical Writing (ATTW)

Special Interest Group on Design of Communication: Association for Computing Machinery (SIGDOC), 2008-2021

Society for Technical Communication (STC): 2008-2021

Council for Programs in Technical and Scientific Communication (CPTSC): 2008-2021

National Council of Teachers of English (NCTE): 2008-2021

American Medical Writers Association (AMWA), 2008-2014

American Translators' Association (ATA), 2005-2014

Phi Kappa Phi Academic Honor Society