

Angelique Santiago

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EDUCATION

Heller School for Social Policy & Management at Brandeis University; Waltham, MA. August 2022

M.S. in Global Health Policy & Management (Health Systems Concentration)

M.A. in Conflict Resolution & Coexistence

Thesis: Used social identity theory and qualitative research methods to understand the lived experiences of individuals that have interfaced with the U.S. Criminal Justice System either through former employment or former incarceration. Study participant insight was applied to inform recommendations to the U.S. healthcare system and health policy.

Pennsylvania State University; University Park, PA May 2019

B.A. in Political Science

B.A. in Communication Arts and Sciences

Certificate in Humanitarian Engineering & Social Entrepreneurship

EXPERIENCE

Tufts Clinical and Translational Science Institute **Boston, Massachusetts**

Senior Research Project Coordinator | Research Associate | Consultant (Full-Time) September 2022-Present

- Served as Research Associate on two projects for Evaluation and Continuous Improvement team.
 - Conducted quality control of 20-25 student and teacher social surveys for MassBioEd ACCESS Evaluation Project
 - Administered recruitment and semi-structured interviews of up to 15 participants for Tufts University's Connecting the Community of Tufts Scholars (CCTS) quality improvement project.
 - Coded up to 15 transcripts using Atlas.ti for Tufts University's CCTS quality improvement project.
 - Liaised between Finance Department, Evaluation Team, and KeyStrokes to ensure successful payment of transcription services.
- Served as Senior Research Project Coordinator for Collaboration for Research Equity, Sustainability, and Trust (CREST) Coalition
 - Served as Co-Lead for Community-to-Community Co-Learning Project in close partnership with Director of Evaluation & Continuous Improvement team to carry out two listening sessions and manage 10+ community and academic stakeholders with the aim of understanding best practices for cross-cultural stakeholder engagement.
 - Co-created Collaborative Consulting Agreement (CCA) and Code of Conduct (CoC) between research institute and community stakeholders to ensure that representatives of community-based organizations in the Greater Boston Area are active and engaged team members in the translational science process.
 - Led two strategic planning retreats for community-academic coalition (included conducting a baseline assessment via 1:1 semi-structured interview process and administering organizational profile assessments, providing a business model update and conceptualizing a value proposition, training four community stakeholders on how to use a design hierarchy framework, establishing a plan of action and metrics of success for seven-year grant cycle, and organizing venue and catering logistics)
 - Liaised between Communications Department, CREST Staff, and community stakeholders to pioneer ongoing community-academic coalition marketing strategy (included the creation of a new quarterly newsletter template, fact sheet, and brochure using Canva, management of content for LinkedIn spotlight account, and creation of community events calendar using Google Drive)

- Managed the I LEARN course project [“Community Participation in Research”](#) in close partnership with the Program Manager of Professional Education team by creating a program design outline, monitoring and evaluation plan, e-learning script using Bloom Taxonomy learning methodology, and managing academic and community stakeholders over an eight-month timeframe.
- Conducted three stakeholder trainings: one 90-minute stakeholder training titled, “Conflict Across the Translational Science Workshop” to six community stakeholders to educate on conflict styles and reframe conflict on translational science spectrum; two 90-minute stakeholder trainings on the use of the Asana Project Management platform to five community stakeholders.
- Served as Consultant for Research & Retention Services Unit
 - Spearheaded consultations with 22 academic research teams on tools and strategies for asset-based community development and research.
 - Trained in calculating the population burden of disease and constructing targeted/planned enrollment tables so that academic researchers can submit them as a part of their IRB protocol.

U.S. Peace Corps

Healthy Schools Coordinator (Full-Time)

Patzicia, Chimaltenango, Guatemala

September 2019-March 2020

- Worked with Host Country National (HCN) work partner to support the National Healthy School and Peace Corps Healthy Schools Frameworks on the Municipal/Departmental level.
- Completed intensive nine-week training comprised of intercultural adaptation, asset-based community development, medical, and safety and security sessions.
- Conducted a Healthy Schools Needs Assessment, guided by Peace Corps approach to community development, at each of the 16 schools worked with to gain a better understanding and context of the status of the students’ hygiene, sanitary infrastructure on school grounds, teaching practices most used by teachers, and parent involvement with the educational community.
- Participated in six workshops of one-hour over four-month time frame to increase HIV/AIDS education and prevention for expectant mothers a part of health center pregnancy clubs.
- Prepared 20 food packages alongside Municipal board members for families during the holiday season as a part of the National Sweep: Food Delivery of 2019
- Taught an Adult English as a Second Language class once a week over two months to 15 local community members in partnership with local NGO, Good Neighbors.

Heller Office of Equity, Inclusion, & Diversity

Research Assistant (Part-Time)

Waltham, Massachusetts

June 2022-August 2022

- Supported the Office of Equity, Inclusion, and Diversity in their analysis of raw data from the student and faculty climate survey in 2022.
- Visualized tables and charts for univariate and bivariate analysis using Excel, Stata, and PowerPoint
- Reported data out to Heller Faculty & Staff population at the end of the Summer using Slidesgo.

GDS Bluestone Fellowship

Research Assistant (Part-Time)

Waltham, Massachusetts

November 2021- May 2022

- Supported research study by The Center for Global Development and Sustainability on gendered impacts of COVID-19
- Collected 100+ research articles on COVID-19’s impact on women’s employment, working mothers, and gender asymmetries that were then organized into a Matrix and reference list.
- Wrote five discussion reports on the impacts of COVID-19 on female employment to assist with a literature review that aims to set the agenda for future research regarding this topic.

Harvard Humanitarian Initiative

Research Assistant (Part-Time)

Cambridge, Massachusetts

February 2021-May 2021

- Research Assistant to Harvard Humanitarian Initiative’s Advanced Training Program on Humanitarian Action project focuses on victim-centered approaches to Sexual Exploitation and Abuse investigations in the field of humanitarian response.

- Coded qualitative data for a total of 20-30 interviews (two transcripts/week for 14 weeks) using Dedoose and conducted literature review which resulted in a 10–15-page final research paper.

Community Dispute Settlement Center (CDSC)

Outreach Assistant & Co-Facilitator (Part-Time)

Cambridge, Massachusetts

September 2020-August 2021

- Assisted in the development and implementation of a plan of outreach to community-based organizations in Boston-Cambridge area to expand bilingual mediation services to the Latinx community as part of the Public Service Grant (PSG) Diversity Project. (Attended three planning and outreach meetings with funder organization—MOPC and conducted 20 1:1 interview with Volunteer Mediators)
- Co-facilitated two Listening Sessions (first to five community representatives and second to 11 Volunteer Mediators as part of the PSG Diversity Project) which resulted in staff identifying key obstacles to improving diversity, equity, and inclusion amongst CDSC’s mediator roster.
- Observed and assisted with 14 conflict skills workshops which helped to improve the conflict management skills of various organizations in the Greater Boston Area
- Coached high school students in two peer mediation workshops that resulted in participants becoming certified mediators for their educational community.

Essential Partners

Program Assistant & Dialogue Facilitator (Part-Time)

Cambridge, Massachusetts

June 2021-August 2021

- Trained to be a Facilitator in Reflective Structured Dialogue (RSD) through 12-week Summer Intensive
- Assisted as tech support for 15 Zoom Dialogic Classroom workshops
- Conducted outreach to 30 clients to recruit participants for virtual Summer Higher Education Gathering
- Facilitated 11 dialogues on socioeconomic status, housing, race, age, community, and health.

Estrategia Group

Project Assistant – Independent Contractor (Part-Time)

Remote

June 2021-August 2021

- Conducted outreach to 200+ local parishes, small businesses, local companies and grassroots organizations to recruit volunteers and thought partners for Mi Gente Mi Pueblo Project in Pinellas County, Florida
- Conducted research on community wealth, equitable job descriptions, racial narrative change and assessment to inform consulting workshops between Estrategia Group and partner organizations.

Penn State Lion Line

Supervisor/Part-Time Development Specialist

University Park, Pennsylvania

September 2016- August 2019

- Promoted to Supervisor
- Aided in the development and supervision of 60+ student callers.
- Talked to an average of 300 people a night/ 3 days a week.
- Coached two student callers per night on how to improve rapport with alumni and fundraising skills.
- Raised \$23,500 in support of PSU’s academic colleges by reaching out to alumni database.

CERTIFICATIONS

- Mediation Training: 32-hours: March 2021, Community Dispute Settlement Center, Inc. (CDSC)
- Mental Health First Aid Certification: January 2023, Asian Women for Health
- Individual Conflict Coaching: October 2023, Martha’s Vineyard Mediation Program (MVMP)
- Divorce Mediation Training: 40-hours: July 2024, Divorce Mediation Training Associates (DMTA)

PUBLICATIONS

- “Peacekeeping & Power? Equity as an Antidote to Sexual Exploitation and Abuse by U.N. Peacekeepers,” Brandeis Women, Peace, and Security Blog, 2021
- “Charcoal Distribution Chain in Kisumu, Kenya,” Institute of Electrical and Electronics Engineers (IEEE), 2020

AWARDS

- Karpf & Hahn Peace Award

SKILLS

- Google Suites; Microsoft Office; Spanish; Strategic Planning & Program/Project Management; Monitoring & Evaluation; Stakeholder Engagement & Community Outreach; Social Media Marketing; Grassroots Fundraising; Semi-structured Interviews; Focus Groups; Conflict Coaching; Mediation; Dialogue; Group Facilitation; Social Data Analysis (Stata, Nvivo, Dedoose, Atlas.ti, ArcGIS); RedCAP; Canva; PIMs; Qualtrics; Buffer; Flipgrid