

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) 3.78
M.A. in Conflict Resolution & Coexistence 3.94
Thesis: Used inductive thematic analysis 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 3.62
B.A. in Communication Arts and Sciences
Certificate in Humanitarian Engineering & Social Entrepreneurship

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; Negotiation; Group Facilitation; Consulting; Social Data Analysis (Stata, Nvivo, Dedoose, Atlas.ti, ArcGIS Storymaps); RedCAP; Canva; PIMs; Qualtrics; Buffer; Flipgrid; Asana; Jamboard; Slideo; Slidesgo;

EXPERIENCE

Sole Proprietorship Cambridge, Massachusetts
Founder July 2023-Present

- Strategic peacemaking consulting firm bringing conflict transformation, social data analysis, and health equity together to promote the health and wellbeing of multicultural family systems.
- **Alternative Dispute Resolution** - facilitated 30+ dialogues in partnership with members of community of practice, e.g., Essential Partners & Genunity on topics ranging from social identity, health equity, and housing justice.; Facilitated 13 alternative dispute resolution sessions, e.g. divorce mediation & individual conflict coaching.; Facilitated 15 conflict skills workshops
- **Research** - performed thematic analysis using Otter for EBDI Consulting's Disability Project.; Conducted desktop research on community wealth, equitable job descriptions, racial narrative change and assessment to inform consulting workshops between Estrategia Group and partner organizations.
- **Strategic Planning** - Served as key collaborator with Data+Soul on Live Long and Well Boston Project by conducting seven key informant interviews, executing two community engagement sessions, and synthesizing data to derive insights on successful strategies for wealth-building and economic mobility that could be shared with planning committee.

Tufts Clinical and Translational Sciences Institute Boston, Massachusetts
Senior Research Project Coordinator | Research Associate | Consultant September 2022-Present

- Tufts University's (TU) "Connecting the Community of Tufts Scholars" quality improvement project - administered recruitment and semi-structured interviews of up to 14 participants; Performed inductive analysis and coded up to 14 transcripts using Atlas.ti for TU CCTS project; Co-created data presentation to CCTS stakeholders to provide insights and recommendations on how programming can be improved.;

Liaised between Finance Department, Evaluation Team, and KeyStrokes to ensure successful payment of transcription services.

- 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)
- Led 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 a 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.
- Consulted 22 academic research teams on development tools and strategies to improve study design and enhance participant retention.

U.S. Peace Corps
Healthy Schools Coordinator

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.

Penn State Alumni Association – Lion Line Telefund
Supervisor/Development Specialist

State College, Pennsylvania
August 2015-May 2017//August 2018-May2019

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

RESEARCH

The Heller School for Social Policy & Management
GDS Bluestone Fellow/Research Assistant

Waltham, Massachusetts
November 2021-August 2022

- **Office of Equity, Inclusion, and Diversity (EID)** – Analyzed 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.
- **The Center for Global Development and Sustainability (GDS)** – conducted a 100+ article literature review on the gendered impacts of COVID-19 on women’s employment, working mothers, and gender asymmetries to aid in setting the agenda for future research on the topic; Wrote five discussion reports on the impacts of COVID-19 on female employment.

Harvard Humanitarian Initiative
Research Assistant

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 (SEA) investigations in the field of humanitarian response.
- Conducted 20-30 semi-structured interviews with investigators of SEA
- Coded 20-30 interview transcripts (two transcripts/week for 14 weeks) using Dedoose and conducted literature review which resulted in a 10–15-page final research paper.

Humanitarian Engineering & Social Entrepreneurship (HESE)
Grand Challenge Scholar

Arusha, Tanzania
 August 2016-May 2017

- Collaborated with interdisciplinary team on venture designed to address vision impairment through affordable 3D printed reading glasses in the context of Arusha, Tanzania.
- Conducted 30 semi-structured interviews with local stakeholders embedded in the eyewear industry in Arusha to learn more about how to address vision impairment through affordable 3D printed reading glasses.
- Produced 15-page report outlining a contextual analysis of 1) existing indigenous knowledge and accessibility constraints regarding eye health amongst rural populations; 2) policy landscape for foreign businesses; and 3) the feasibility of 3D printing technology.

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)
- Reflective Structured Dialogue Facilitator Training: 240-hours; August 2021, Essential Partners

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