**R**AVIN **C**LINE

PhD Student – Public Affairs (Public and Nonprofit Management)

University of Texas at Dallas

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**Summary of Qualifications\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* Extensive experience working with diverse populations
* Professional communication skills (written/verbal); proven skill to communicate effectively with CEOs, Attorneys, and clients
* Highly developed skills in networking and maintaining business relationships
* Resourceful and organized self-starter with high attention to detail
* Proficient in a variety of software, including Microsoft Office Suite, Zoom, eLearning, and Microsoft Teams; able to acclimate quickly to enterprise software
* Able to converse and write Spanish

**Education\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* **University of Texas at Dallas** Richardson, Texas

*PhD in Public and Nonprofit Management, Pursuing*

GPA 3.9

* **Palm Beach Atlantic University** West Palm Beach, Florida

*Master of Science in Counseling Psychology, 2010*

Mental Health Counseling and Marriage & Family Therapy

GPA 3.8

* **Belhaven University** Jackson, Mississippi

*Bachelor of Science in Psychology, 2005*

Minors: Family Studies & General Art

Cum Laude honoree

**Certificates and Trainings\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* **University of Texas at Dallas** Richardson, Texas

*Graduate Teaching Certificate, Pursuing*

* **World Relief** Akron, Pennsylvania

*Basic Immigration Law Course, 2019*

Curriculum by Immigrant Legal Resource Center

**Research Interests\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* Collaborative Governance
* Diversity, Equity, and Inclusion
* Nonprofit Management and Leadership
* Immigration
* Nonprofit / International Nonprofits
* Social Enterprises
* International Development

**conference presentations\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**SECoPA**

* Presenter—"Women falling through the cracks: Intersectionality during crisis and implications for human resources management” (2021)

**NECoPA**

* Presenter—"Women falling through the cracks: Intersectionality during crisis and implications for human resources management” (2021)

**ARNOVA**

* Presenter—"Nonprofit Boards and the Workplace: From Diversity to Inclusion” (2021)

**ASPA**

* Presenter—"Women falling through the cracks: Intersectionality during crisis and implications for human resources management” (2022)

**Publications \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Book Chapter**

* Research on intersectionality in human resources during crisis ("Women falling through the cracks: Intersectionality during crisis and implications for human resources management”)

**Works in progress \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Conceptual paper**

* Equity and cognitive dissonance in public sector decision making during crisis

**Dissertation**

* How does cognitive dissonance in 21st century American immigration policy impact collaborative governance related to refugee resettlement?

**Professional Background\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Teacher’s Assistant** University of Texas at Dallas, Richardson, TXMay 2021 to Present

* Teach course “Diversity in the Public Sector” in summer 2021, fall 2021, spring 2022, and pending spring 2023
* Teach course “Managing Nonprofit Organizations” in fall 2022
* Nominated for the President's Teaching Excellence Award for a Teaching Assistant.

\*This award recognizes exceptional instructional performance by a graduate teaching assistant.

**Research Assistant** University of Texas at Dallas, Richardson, TX 2020 to Present

* Conduct research and draft papers for publication
* Research toward authorship on publication

**Founder and Executive Director** Embracing Diversity, Inc., FL and MS 2014 to Present

* Founded 501(c)3
* Created a Board of Directors; drafted bylaws; successfully applied for tax-exempt status and solicitation rights
* Developed a strong team to continue operations in my absence
* Conceptualized and organized community events
* Established and expanded services
* Initiated and maintained business relationships to enhance professional expertise and benefit the organization
* Organized fundraising events

**Legal Secretary** Elmore & Peterson Law Firm, Jackson, MS 2018 to 2020

* Mastered the Special Immigrant Juvenile (SIJS) guardianship process
* Created templates and a system to correct common, pre-existing problems. Adapted system to abide by the new GAP Act
* Created a training manual and trained my successor
* Provided marketing opportunities and referrals to the firm through services of Embracing Diversity
* Provided resource information, via my community connections, to address needs of clients
* Prepared immigration bond packets and telephonic motions; bonds granted as low as $5000
* Assisted in court preparation for federal and local criminal and divorce cases
* Interpreted for English-speaking co-workers. Conversed with clients in Spanish

*\*57 out of 61 guardianships successfully granted*

*\*21 out of 23 birth certificates corrected*

**Territory Hospital Outreach Manager** Elements Behavioral Health, Jackson, MS 2017 to 2018

* Educated and trained hospital staff throughout Mississippi on services offered by Elements Behavioral Health
* Provided in-services, CEU events, and other outreach opportunities to professionals
* Established and maintained positive community relationships

**Admissions Coordinator; Admissions Supervisor** Lumiere Healing Centers, Tequesta, FL 2015 to2016

* Partnered with Director in the onboarding process, reviewing resumes, conducting interviews, and training new Coordinators
* Provided quality Customer Service to patients and family members to ensure a seamless transition into treatment
* Promoted the facility to interested and undecided clientele; maintained trust of potential clients to help guide them to recovery
* Trained new Coordinators on best practices to complete a complicated job with excellence
* Interpreted and maintained data from reports to depict and streamline departmental procedures
* Managed staffing needs for a department of 7-8 Admission Coordinators and 2 management team members

**Intern** World Relief, Miami, FL 2013 to 2014

* Studied and practiced processes for legal immigration, under supervision of Board of Immigration Appeals Representatives
* Observed an interview for citizenship
* Served a client in applying for her work visa

**Admissions Specialist** Hanley Center, West Palm Beach, FL2012 to 2015

* Served Spanish-speaking clients as the only Spanish-speaking Admissions Specialist
* Maintained clear, detailed records of all conversations and occurrences pertaining to patients
* Assessed patients for appropriateness and collaborated with the Multi-Disciplinary Team

***\*****Average 6-8 admissions monthly*

**Family Consultant** Boys Town, West Palm Beach, FL 2009 to 2012

* Served mostly immigrant families as counselor, teacher, and case worker
* Planned, prioritized, and managed various tasks to meet deadlines
* Applied Solution Focused and Behavioral Modification techniques

***\*****Achieved 75% total client success rate and 3 consultant certifications*

**Dependency Case Manager** Child & Family Connections, West Palm Beach, FL 2008

* Prepared court documents and represented the best interest of the child in court hearings
* Monitored and evaluated parents’ compliance with service plan and kept supervisor notified of case progress
* Provided support to children, caregivers, and families to assure stable placement and timely achievement of permanency

**Volunteer Teacher** San Agustin Language Institute, Trujillo, Peru 2006 to 2007

* Inspired 20 youth to decide wisely about education, employment, and community
* Guided youth through struggles, including abuse, alcoholism, and neighborhood gangs
* Planned, prepared, and taught Basic, Intermediate, Advanced, and Conversational English classes to adults

***\*****Excelled expectations by teaching Basic 9 students to debate in English, by helping a student improve speaking skills in half the usual time, and by teaching resume and interviewing skills to a Conversational student, resulting in legal employment*

***\*****Achieved 95% success among mentored youth*

**Public Speaking Engagements\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* Public Speaker and Break-Out Session Host at Jubilee Conference in January 2018 <https://www.youtube.com/watch?v=wSqNZ6LYEuk>
* Panelist at LABALink’s Language Access event in June 2018 in Jackson, MS

**Consulting Work \_\_\_\_\_\_\_\_\_\_ \_\_\_**

**Consultant** Community Credit Union, Boston, Massachusetts 2021

* Trained CEO, Marketing, HR, and President on diversity, equity, and inclusion
* Strategized on how to create an inclusive environment

**Consultant** Invest in Open Infrastructure, Remote 2022

* Developed literature review on nonprofit governance
* Presented on governance and the importance of funding governance initiatives in nonprofits.

**Community Organizing Efforts\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* Collaborated with Mississippi Immigrants Rights Alliance, One Church, Elmore & Peterson Law Firm, and local businesses to produce the Immigration Forum in September 2017 in Jackson, MS
* Organized “Let’s Get Connected, Mississippi,” including 20 private and non-profit professionals and organizations to address immigrant issues within greater Jackson, MS in January 2019
* Mobilized professionals within greater Jackson, MS for “Connecting Mississippi,” to inform community members of local quality and low-cost resources
* Coordinated volunteers to translate documents and interpret for Spanish-speaking parents who were registering their children for school in Pearl, MS
* Successfully assembled members of various cultural communities to engage in honest, respectful conversations about culture and diversity

**Affiliations\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* Association for Research on Nonprofit Organizations and Voluntary Action **(ARNOVA)**
  + Recipient of the Graduate Diversity Scholars Scholarship and participant in the Leaders Professional Development Workshop (2021)
* American Society for Public Administration **(ASPA)**
  + Section on Professional and Organizational Development (SPOD) Board Member
    - SPOD scholarship recipient (2022)
  + Section on International and Comparative Administration (SICA) Member
  + Section on Nonprofit member and funding recipient
* Association of Fundraising Professionals **(AFP)** 
  + Vice-President of the collegiate chapter at University of Texas at Dallas
* Society for the Psychological Study of Social Issues **(SPSSI)**
* Member of The Honor Society of Phi Kappa Phi