

## NIKKI CHASTEEN, M.A.

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### Curriculum Vitae

#### EDUCATION

University of Central Florida (UCF), 2026

Ph.D. student in Texts & Technology

Nova Southeastern University (NSU), 2020

Master of Arts, Composition, Rhetoric, and Digital Media

*Thesis:* Fostering community in an online basic writing course: Best practices for teaching online basic writing at a four-year institution.

*Committee:* Dr. Janine Morris (advisor) and Dr. Star Vanguri

Nova Southeastern University (NSU), 2016-2017

Bachelor of Arts, Communication

Palm Beach State College (PBSC), 2003-2009

Associate of Arts, General Studies

#### AWARDS

Practicum Student of the Year, *The Current*-NSU student-run newspaper, 2016-2017

#### TEACHING EXPERIENCE

HUMN 3010: Communication Traditions, Winter 2021

Adjunct Faculty

COMM 3600: Persuasion, Winter 2021

Adjunct Faculty

HUMN 3010: Communication Traditions, Fall 2020

Adjunct Faculty

WRIT 5160: Teaching Writing Online, Winter 2019

*Graduate Coursework - Weekly Discussion facilitator*

- Lead class for one week using online writing instruction focused on OWI Principle 11:

Responsible for the following:

- Selected additional readings for the class
- Posted audio instructions for the class
- Engaged in a synchronous conference for students to participate in a live discussion of the weekly readings
- Respond to peers

## PRESENTATIONS

Southeastern Writing Center Association (SWCA)

Transforming First-Year Composition Course-Embedded Consultant Programs to Meeting the Demands of Remote Learning and Consulting, 2021

Presenters: Kevin Dvorak, Nikki Chasteen, Danielle Pierce, Bianca Oliveira, Autumn Bishard, Russell Carpenter, Clint Stivers, Chaise Robinson, Jonathon Collins

Southeastern Writing Center Association (SWCA)

Transforming STEM-focused Course-Embedded Consultant Programs to Meet the Demands of Remote Learning and Consulting, 2021

Presenters: Kevin Dvorak, Nikki Chasteen, Russell Carpenter, Clint Stivers

Global Society Online Literacy Education (GSOLE)

Creating Collaborative Communities in Online Composition, 2020

Presenter: Nikki Chasteen

Southeastern Writing Center Association (SWCA)

Launching social media for the WCC, 2019

Presenters: Nikki Chasteen with Janine Morris, Adam DeRoss, Monique Cole, Noemi Nunez, Petra Jurova, Whitney Lehmann

Southeastern Writing Center Association (SWCA)

Online Fellows: Meaningful experiences in an online classroom, 2019

Presenters: Nikki Chasteen and Ricky Finch

Going Deeply Digital—NSU Digital Conference

Online Fellows: Meaningful experiences in an online classroom, 2019

Presenters: Nikki Chasteen and Ricky Finch

Tutor Collaboration Day

Let's Get Social, 2018

Presenters: Nikki Chasteen, Adam DeRoss, Jacqueline Lytle, and Veronica Diaz

## PUBLICATIONS AND PAPERS

Chasteen, N., Cole, M., DeRoss, A. (2019). Expanding professional development opportunities for consultants: How to incorporate social media into a communication center. *Communication Center Journal*. 5(1), 113-119.

Textile Services Magazine. (2017). Social media marketing: Using LinkedIn effectively. *Textile Services*, 40-41.

Undergraduate Coursework: Public Relations campaign for Children's Diagnostic and Treatment Center. (2017).

### ACADEMIA WORK EXPERIENCE

NSU Writing and Communication Center (WCC)

Assistant Director, Aug. 2020-Present

- Handle scheduling for center—serving graduate and undergraduate students across the university.
- Supervise 70 person staff.
- Assists with budgeting needs for center.
- Coordinate events.
- Oversee Writing Enriched program (BIOL 1500—First-Year Biology, CSAD 2010—Communication Science and Disorders, COMP—Composition)
- Oversee education and training of Graduate Assistants and all consultants on staff.

Social Media Co-Advisor (WCC), 2018-Present

- Oversee team meetings and organic content for posting.
- Collaborate with team to generate increases in following and engagement.

Public Relations Student Society of America (PRSSA) NSU Chapter

Co-Faculty Advisor, Aug. 2020-2021

- Support the student organization
- Coordinate events (internal and external programming)
- Oversee meetings

NSU Writing and Communication Center (WCC)

Administrative Coordinator, Jan. 2018-Aug. 2020

- Handle scheduling for center.
- Supervise 70 person staff.
- Coordinate events.

### COMMUNICATION/SOCIAL MEDIA/MARKETING WORK EXPERIENCE

Creative Media Agency

Owner/President, 2017-Present

- Curate organic and paid content for small businesses.
- Manage promotions and paid advertising campaigns.

Infinite Laundry/Linen Finder

Social Media Director, May 2017-Oct. 2017

- Managed a three person staff

- Used paid advertising to promote products for clients
- Maintained the social media content for 42 clients
- Managed and maintained communication for all 42 clients
- Managed and maintained social media advertising campaigns.
- Maintained communication with clients on social media issues.
- Improved and expanded client/in-house social media presence.
- Coordinated projects with design/development team.
- Curated and scheduled all social media content.
- Proofread blogs and website content.

Communication Internship – Department of Writing and Communication (NSU), Winter 2017

- Created and posted social media content to Facebook, Instagram and Twitter.
- Created and published web content for news within the department.
- Created marketing pieces for the department.
- Created the social media policy for the department.
- Conducted a social media audit and prepared a marketing plan for the department.

MEDICAL BILLING/MANAGEMENT WORK EXPERIENCE

Florida House Experience

Accounts Receivable Manager, July 2015-Dec. 2015

- Created the department operations manual.
- Managed and analyzed various financial projects for director as needed.
- Billed for all chiropractic and acupuncture services to ensure payment by insurance.

Claims Reimbursement Specialists

Claims Coordinator/Manager, Aug. 2009-July 2015

- Oversaw/managed 20+ billing/collections specialists.
- Ambassador/liaison to new clients to ensure smooth transition into standard operating procedures.
- Hired and trained new employees to ensure their success with the company.
- Temporarily relocated out of state to maintain relationship between client and billing company.
- Negotiated and settled patient balances with attorneys for payments to be made to the doctors.
- Analyzed and resubmitted all improper insurance payments.

MEMBERSHIPS

Global Society of Online Literacy Educators (GSOLE), 2019-Present

Public Relations Student Society of America (PRSA), 2017-Present

CERTIFICATIONS

GSOLE OLI Certification, In progress, 2022

Blendflex teaching (NSU), 2020

Public Relations Foundations (LinkedIn Learning), 2018

Social Marketing (Hootsuite), 2017

Hootsuite Platform (Hootsuite), 2017