Nupoor **Ranade, Ph.D.**

DEPARTMENT OF ENGLISH

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Current Position

Assistant Professor

GEORGE MASON UNIVERSITY, FAIRFAX, VA, US   *Aug. 2021 - Present*

• Graduate faculty in the Professional Writing and Rhetoric (PWR) program

Education

Doctor of Philosophy (Communication, Rhetoric and Digital Media)   *GPA: 4.0*

NORTH CAROLINA STATE UNIVERSITY, RALEIGH, NC, US   *Aug. 2017 - Jun. 2021*

• Dissertation: Re-contextualizing audience analysis: New conceptualizations of user interactions in product documentation spaces

Masters of Science (Technical Communication)   *GPA: 4.0*

NORTH CAROLINA STATE UNIVERSITY, RALEIGH, NC, US   *Aug. 2015 - May 2017*

• Certificate of Accomplishment in Teaching (CoAT)
• Graduate Certificate in Digital Humanities

Bachelor of Engineering (Computer Engineering)   *GPA: 3.25*

PUNE INSTITUTE OF COMPUTER TECHNOLOGY, UNIVERSITY OF PUNE, PUNE, IN   *Aug. 2008 - May 2011*

Research Grants

Year		Amount
2023	**Stearns Center Anti-Racist and Inclusive Teaching Mini-Grant,** Anti-Racist Research Practices in Professional and Technical Writing. **Ranade, N.** (PI) & Green, M. (co-PI)	*$3,000*
2023	**Commonwealth Cyber Initiative's Hub (CCI): Securing Interactions between Humans and Machines,** Automated Privacy Positioning with Context-Awareness in Wearable Technology. Yu, B. (PI), **Ranade, N.** (co-PI), Zhang, L. (co-PI) & Menon, N. (co-PI)	*$60,000*
2022-23	**4-VA@Mason Collaborative Research Grant,** Ethical Data Analytics: Investigating Data Analytics as a Pedagogical Practice for the Humanities, **Ranade, N.** (PI), Hocutt, D. (co-PI), Richards, D. P. (co-PI), Wourman, J. (co-PI) & Baniya, S. (co-PI)	*$19,570*
2022	**Anti-Racism and Inclusive Excellence Task Force, Course Impact Grant, GMU,** Responsible Technology Futures – Revision of IT 304 - IT in the Global Economy. Johri, A. (PI) **Ranade, N.** (co-PI)	*$16,500*
2022	**CCI Northern Virginia Node (NoVa Node): Human Behavior and Cybersecurity,** Impact of Human Behavior in a Mixed Traffic Environment. Zhang, L. (PI), **Ranade, N.** (co-PI), Menon, N. (co-PI)	*$40,000*
2021	**Council for Programs in Technical and Scientific Communication (CPTSC),** Investigating data analytics as a pedagogical practice for technical communication **Ranade, N.** (co-PI) & Hocutt, D. (co-PI)	*$2000*
2020	**Association of Business Communication (ABC),** Margaret (Marty) Baker Graham Research Grant	*$500*

Honors & Awards

Year		Amount
2022-23	**Ellen Nold Award for Outstanding Article,** Computers and Composition	
2023	**Frank R. Smith Award for Outstanding Article,** Society of Technical Communication	
2022	**CCCC Scholars for the Dream Travel Award,** National Council of Teachers of English (NCTE)	
2019-21	**Graduate Fellowship,** Sweetland Digital Rhetoric Collaborative	*$1000*
2019	**Winner, 1st place,** Microsoft Student Research Competition, ACM Special Interest Group on Design of Communication (SIGDOC)	*$500*
2019	**Travel Award,** Microsoft Student Research Competition, ACM SIGDOC	*$500*
2019	**Travel Award,** Association for Business Communication	*$400*
2018	**Emerging Scholar Award,** Common Ground Research Networks	*$347*
2017-19	**Scholar Award,** Humanities, Arts, Science, and Technology Alliance and Collaboratory (HASTAC)	*$500*

Research

Publications

Peer-reviewed Articles

- **Ranade, N.**, Saravia, M. & Johri, A. (in-review) Using Rhetorical Strategies to Design Prompts: A Demonstration of Human-in-the-Loop Approach to Make AI Useful. *AI & Society*.
- **Ranade, N.** & Hocutt, D. (in-review). Data analytics for TPC curriculum. *Programmatic Perspectives*.
- Stambler, M., **Ranade, N.**, Hocutt, D., Fonash, S., Campbell, J., Davis, K., Duin, A., Pedersen, I., Tham, J., Veeramoothoo, S. & Verhulsdonck, G. (in-review) Beyond digital literacy: Integrating threshold concepts in technical communication pedagogy to foster engagement with digital life. *Communication Design Quarterly*.
- Chen, J., Hughes, S. & **Ranade, N.** (2023) Reimagining Student-Centered Learning through Syllabi Design. *Computers and Composition.* 67, 102751
- Hocutt, D., **Ranade, N.** & Verhulsdonck, G. (2022) Localizing Content: The Roles of Technical & Professional Communicators and Machine Learning in Personalized Chatbot Responses. *Technical Communication.* 69(4). 114-131.
  - **Awarded** the 2023 Frank R. Smith Award for Outstanding Article in Technical Communication
- **Ranade, N.** & Swarts. J. (2022) Infrastructural Support of Users' Mediated Potential. *Communication Design Quarterly.* 10-21
- Melonçon, L., & **Ranade, N.** (2021). Introduction to Special Issue on Accessibility. *IEEE Transactions on Professional Communication*, 64(3), 215-220.
- Davis, K., Hocutt, D., Stambler, D., Veeramootho, C., Tham, J., Duin, A.H., **Ranade, N.**, Misak, J. and Pedersen, I., (2021). Fostering student digital literacy through the Fabric of Digital Life. *Journal of Interactive Technology and Pedagogy.*
- Itchuaqiyaq, C. U., **Ranade, N.** & Walton, R. (2021). Theory to query: Developing a corpus-analysis method using computer programming and human analysis. *Technical Communication.* 68(3), 7–28.
- **Ranade, N.** & Catá, A. (2021). Intelligent algorithms: Evaluating the design of chatbots and search. *Technical Communication*. 68(2), 22-40.
- Tham, J., Hocutt, D., Burnham, K., **Ranade, N.**, Misak, J., Duin, A.H., & Pedersen, I. (2021). Metaphors, mental models, and multiplicity: Understanding student perception of digital literacy. *Computers and Composition.* 59, 102628.
  - **Awarded** the 2022-23 Ellen Nold Award Outstanding Article in *Computers and Composition*
- Stone, M. M., **Ranade, N.**, Hannah, M. (2020). DIY feminist pedagogies: Making feminist practices more apparent in technical rhetorics. *MAI: Feminism & Visual Culture: Special Issue on Feminist Pedagogies.* 5.
- **Ranade, N.** (2020) Visual rhetorical analysis and review of virtual Martin Luther King, Jr. Project, *Kairos: A Journal of Rhetoric, Technology, and Pedagogy.* 24(2).
- **Ranade, N.** & Swarts. J. (2019) The humanist in information centric workplaces. *Communication Design Quarterly.* 7(4). 17-31.
  - **Nominated** for publication in Best of the Journals in Rhetoric and Composition 2020

Book chapters

- **Ranade, N.** AI for editing. (forthcoming Aug. 2023) in *TextGenEd: Teaching with Text Generation Technologies*, Vee, A., Laquintano, T. & Schnitzler, C. (Eds). WAC Clearinghouse.
- **Ranade, N.** Social innovation (in-press) in *Keywords in design thinking: A lexical primer for technical communicators and designers.* Tham, J. (Ed.) WAC Clearinghouse/University Press of Colorado.
- Messina, C.M., **Ranade, N.** & Rea, A. (in-review) A Feminist Coding Heuristic *in Feminist Design Rhetorics: Theories, Practices, and Pedagogies for Building Equity and Collective Justice* Ravel, K., Sullivan, R. & and Prins, K. (Eds.)

Edited works

- Berger, A. & **Ranade, N.** eds. (in-progress). Bringing industry and academia and academia together to meet the training and development needs of technical communicators. *STC Intercom*.
- **Ranade, N.** & Eyman, D. eds. (in-progress). Special Issue on Composing With Generative AI. *Computers and Composition*.
- Melonçon, L. & **Ranade, N.** eds. (September 2021). Special Issue on Accessibility in professional communication. *IEEE Transactions on Professional Communication*.
- Hughes, S. & **Ranade, N.** eds. (August 2019). The "New Normal" Digital Rhetoric Collaborative Blog Carnival 19. Retrieved from `https://www.digitalrhetoriccollaborative.org/category/conversations/blog-carnival/blog-carnival-19/`

Peer-reviewed Webtexts

- **Ranade, N.** (2019). World Interaction Design Day event report on gendered AI. *Digital Rhetoric Collaborative Blog*. Retrieved from `https://tinyurl.com/y5dt24n4`
- Hocutt, D. & **Ranade, N.** (2019). Google analytics and its exclusions *Digital Rhetoric Collaborative Blog Carnival 16*. Retrieved from `https://tinyurl.com/yxtdddhr`
- **Jalindre, N.** (May 29, 2019). What can we learn from Clippy about AI? *SAS Blogs*. Retrieved from `https://tinyurl.com/y25qs5dy`
- **Jalindre, N.** (Oct 15, 2018). Event recap: WritersUA conference 2018. *STC Carolina blog*. Retrieved from `https://tinyurl.com/y6qzjujq`
- **Jalindre, N.** (Mar 07, 2017). Recap on documentation support for an IoT product, a case study. *Carolina Communiqué*. Retrieved from `https://tinyurl.com/NR-IOT-Event-stc`

Book Review

- **Jalindre (née), N.** (2018). Review of Teaching and training for global engineering perspectives on culture and communication practices by St. Amant, K. & Flammia, M. (Eds.). Hoboken, NJ: Wiley-IEEE Press, 2016, 272 pp. *Technical Communication Quarterly.* 28(4), 435-437.

- Smith, A., **Ranade, N.** & Baniya, S. (2021). Local users, global takeaways: Methodological considerations for audience advocacy in communication design research. In *The 39th ACM International Conference on Design of Communication (SIGDOC '21). Association for Computing Machinery*, New York, NY, USA, 269–276.
- **Ranade, N.** (2020). The Real-Time Audience: Data Analytics and Audience Measurements. *Proceedings of the 38th ACM International Conference on the Design of Communication.* Article 48
- Kong, Y., **Ranade, N.**, Chen, J, & Hannah, M. (2020). A critical look at computational methods and tools in corpus analysis. *Proceedings of the 38th ACM International Conference on the Design of Communication.* Article 12.
- **Ranade, N.** & Kong, Y. (2020). Extended abstract: Off-the-shelf or custom software: Making the right choice for corpus analysis. *In the Proceedings 2020 IEEE International Professional Communication Conference (ProComm)*, Kennesaw, GA, USA, pp. 180-181
- **Ranade, N.** (2019). The conundrum of data analytics for audience analysis. *Proceedings for 2019 CPTSC Annual Conference*, Carnegie, T. (Ed.). 53-54.
- Ding, H., **Ranade, N.**, & Catá, A. (2019). Boundary of content ecology: Chatbots, user experience, heuristics, and pedagogy. *Proceedings of the 37th ACM International Conference on the Design of Communication*. Article 38.
- **Ranade, N.** (2019). Conditional usability testing for UX optimization. *Proceedings of the 37th ACM International Conference on the Design of Communication.* Article 49.
- **Ranade, N.** (2018). Ways to combat fake content using multi-literacies in technical communication classrooms. *Proceedings of Computers and Writing Conference: 2017*, Ball, C., Chen,C., Purzycki, K. & Wilkes, L. (Eds.). Fort Collins, CO: The WAC Clearinghouse. 99-111.

Presentations

Invited talks

International

- **Ranade, N.** & Hocutt, D. (2022). Investigating data analytics with AI for user analysis in TC. COM & TEC Italy Associazione Italiana per la Comunicazione Technica, TEKOM European Association for Technical Communication. Italy (virtual) (Workshop).
- Duin, A.H., Hocutt, D., Pedersen, I., **Ranade, N.**, Tham, J. & Verhulsdonck, G. (2022). Smart/Datafied/Autonomous: How artificial intelligence creates new roles and tasks for technical communication. COM & TEC Italy Associazione Italiana per la Comunicazione Technica, TEKOM European Association for Technical Communication. Italy (virtual).
- **Ranade, N.** Keynote speaker, The current state of Technical Communication. (2021). 39th ACM International Conference on the Design of Communication. The Raleigh Hub. Raleigh, NC.

National

- **Ranade, N.** & Lussos, R. (2023) Conscious and Inclusive Communication. Professional development presentation conducted for University of Rochester's fundraising and communication teams.
- **Ranade, N.**, Pettiway, K. & Simoneaux, B. (2023). Year 4 in CRDM: Dissertating while on the job market. Communication, Rhetoric and Digital Media Program Colloquium, NC State University, Raleigh, NC. (Panel)
- Ridolfo, J. (host), **Ranade, N.**, Smith, A., Wourman, J., Brooks, K., Custer, J. & Green, M. (2022) Lessons from the Field: What Graduate Program Directors and Current Doctoral Students Can Learn from Applicants on the 2020-2021 Job Market 2022 CCCC Annual Convention. (Panel)
- **Ranade, N.**, Hocutt, D., Tham, J. & Verhulsdonck, G. (2021) How might disciplines and professions understand augmentation technology and build digital and artificial intelligence (AI) literacy to foster humane futures? Graduate seminar on Humane Futures: Augmentation Technologies and Technical Communication, University of Minnesota Twin Cities, Minneapolis, MN. (Panel)
- **Ranade, N.**, Pigg, S. & Johnston, A. (2021). How to organize the job search process? Communication, Rhetoric and Digital Media Program Colloquium, NC State University, Raleigh, NC. (Panel)
- McNeely, G. (moderator), **Ranade, N.**, McCall, S., Smith, C.V. & Dawn, C. (2019). World Interaction Design Day Event (WIDD) talk on Gendered Artificial Intelligence. Ladies that UX. Durham, NC. (Panel)

Conference presentations

International

- **Ranade, N.** (2023). Ethical Editing: How to Follow, Break, and Change the Rules. STC's Technical Communication Summit 2023, Atlanta, GA
- **Ranade, N.** & Hocutt, D. (2023). Investigating Data Analytics with AI for User Analysis in Technical Communication. STC's Technical Communication Summit 2023, Atlanta, GA
- Duin, A.H., Hocutt, D., Pedersen, I., **Ranade, N.**, Tham, J. & Verhulsdonck, G. (2022). Negotiating Networked Learning Relationships with Augmentation Technologies. Thirteenth International Conference on Networked Learning, Sundsvall, Sweden (virtual).
- Berger, A. & **Ranade, N.** (2021). Reshaping your content analytics approach to meet your KPIs. STC Technical Communication Summit. (virtual).
- **Ranade, N.** (2018). Pedagogical approaches to combat fake news. International Conference on Communication & Media Studies. Berkeley, CA.
- de Souza e Silva, A., Glover-Rijkse, R., **Ranade, N.** & Xiong, M. (2018). Mobile technology and access: Four material approaches that recontextualize the digital divide. Association of Internet Researchers (AoIR). Montreal, CA. (Panel)
- Sylvia IV, J.J., Johnson, E.T, **Jalindre, N.** & Duarte, F. (2018) Designing an activist pedagogy: Assemblage theory offers opportunities for new lines of flight in Facebook, Amazon Echo, and beyond. 11th International Deleuze and Guattari Conference. São Paulo, Brazil (virtual)
- **Jalindre, N.** (2015). Big data, small world. TCWorld Conference. Bengaluru, IN
- **Jalindre, N.** (2013). Google glasses. STC Annual Conference, India Chapter, Goa, IN.

- **Ranade, N.**, Carradini, S., Hocutt, D. & Cummings, L. (2023) AI in TC: Perspectives from Practice, Teaching and Research. 12th Annual Symposium on Communicating Complex Information. Raleigh, NC
- Ding, H., **Ranade, N.**, & Graham, M. (2023) Learning and Teaching Responsible AI: Approaches and Challenges. 12th Annual Symposium on Communicating Complex Information. Raleigh, NC
- Hocutt, D., **Ranade, N.**, Khan, K.L., Chen, J., Davis, K., Verhulsdonck, G. & Tham, J. (2022) Incorporating Data Analytics as User Analysis Method in TPC Research, Training & Practice. Conference of the Council for Programs in Technical and Scientific Communication (CPTSC), 2022. Colorado Springs, CO.
- Veeramoothoo, C., **Ranade, N.**, & Walwema, J. (2022) Immigration in Academia: The Challenges International Scholars Face. Conference of the Council for Programs in Technical and Scientific Communication (CPTSC), 2022. Colorado Springs, CO.
- Green, M. ,**Ranade, N.**, & Kong, Y. (2022). Revising Research Methodologies: Challenges of Handling Precarious Data. 40th ACM International Conference on Design of Communication, Boston, MA. (Panel)
- **Ranade, N.**, Dorpenyo, I., & Kim, Y. (2022). Cross-disciplinary Actions and Stakeholder Collaborations in Classroom Learning. 40th ACM International Conference on Design of Communication, Boston, MA. (Panel)
- Lussos, R. & **Ranade, N.** (2022) Ethical Editing: How to Follow, Break, and Change the Rules. ACES Accelerate: The Society for Editing's 2022 Conference (virtual)
- Easter, B., Ashley, R., Messina, C. M. & **Ranade, N.** (2022) Centering Feminist Praxis in Coding Literacies, Rhetoric, and Pedagogy. 2022 CCCC Annual Convention.
- Hocutt, D. & **Ranade, N.** (2021) Web Analytics as Complex Information Systems: Preparing Technical Communicators for Wayfinding Solutions that Use Data. 11th Annual Symposium on Communicating Complex Information.
- **Ranade, N.** (chair), Catá, A. & Stone, M. (2021) User experience studies of inclusivity, Association for Teachers of Technical Writing (ATTW). (virtual)
- Breuch, L. K., **Ranade, N.**, Davis, K. & Wold, R. (2021) Critical social media pedagogies in the technical and professional communication (TPC) classroom, Association for Teachers of Technical Writing (ATTW). (virtual)
- **Ranade, N.**(2020). The Real-Time audience: Data analytics and audience measurements. 38th ACM International Conference on the Design of Communication. (virtual). (Poster).
- Kong, Y., **Ranade, N.**, Chen, J, & Hannah, M. (2020). A critical look at computational methods and tools in corpus analysis. 38th ACM International Conference on the Design of Communication. (virtual)(Panel)
- Smith, A, **Ranade, N.** & Baniya, S. (2021). Local users, global takeaways: Methodological considerations for audience advocacy in communication design research. 39th ACM International Conference on the Design of Communication (Panel)
- **Ranade, N.** & Kong, Y. (2020). Off-the-shelf or custom software: Making the right choice for corpus analysis. IEEE Transactions on Professional Communication. (virtual)(Panel)
- **Ranade, N.** (2019). Big data for audience analysis (2020). Computers and Writing. Greenville, NC.(Accepted, canceled due to COVID-19.)
- **Ranade, N.** (2019). The conundrum of data analytics for audience analysis. Association of Business Communication (ABC), 2019. Detroit, MI.
- **Ranade, N.** (2019) The conundrum of data analytics for audience analysis. Conference of the Council for Programs in Technical and Scientific Communication (CPTSC), 2019. West Chester, PA.
- **Ranade, N.**, Hannah, M., Stone, M. & Swarts, J. (2019). Re-Thinking user experience: addressing communication boundaries with TPC stakeholders. 37th ACM International Conference on the Design of Communication, Portland, OR. (Panel)
- Ding, H., **Ranade, N.** & Catá, A. (2019). Boundary of content ecology: Chatbots, user experience, heuristics, and pedagogy. 37th ACM International Conference on the Design of Communication. Portland, OR. (Panel)
- **Ranade, N.** (2019) Conditional usability testing for UX optimization. 37th ACM International Conference on the Design of Communication. Portland. OR. (Poster)
  - **Winner, 1st place**, Microsoft Student Research Competition
- Stone, M., Pigg, S., Hannah, M., **Ranade, N.**, & Frost, E. (2019). Everyday practices that enable the production of spaces for feminist alliance. Feminisms & Rhetorics Conference. Harrisonburg, VA. (Panel)
- Glover-Rijkse, R., Hannah, M. & **Ranade, N.** (2019) Accountability through accessibility in the technical communication classroom. Association of Teachers of Technical Writing About (ATTW). Pittsburgh. PA. USA (Workshop)
- Walls, D. & **Jalindre, N.** (2018). International students' perceptions of mediated P2P review: Subjectivities and experience. Computers & Writing conference, George Mason University, Fairfax, VA.
- **Jalindre, N.** (2018). Ways to combat fake content using multi-literacies in technical communication classrooms. Computers & Writing. George Mason University, Fairfax, VA.
- Pigg, S., Berger, A. & **Jalindre, N.** (2017). Where are we with wayfinding. 6th Annual SCCI Conference. Greenville, NC. (Panel)
- **Jalindre, N.** & Bogomoletc, E. (2018). Using digital rhetoric in visual representation of virtual communities. 7th Annual Symposium on Communicating Complex Information (SCCI). NC.

- **Ranade, N.** (2019) Intelligent dialogue: A chatbot workshop. CRDM Symposium. North Carolina State University, NC, US (Workshop)
- **Ranade, N.** (2018) GitHub for technical communication. SpeedCon 2018. North Carolina State University, NC, US (Workshop)
- **Jalindre, N.** (2017) Mapping complex information with design. (2017). Carolina Rhetoric conference, Raleigh, NC.
- **Jalindre, N.** (2017) Visualizing search queries to improve information design, NC State Graduate Research Symposium, NC, US. (Poster)

Media appearances

- **Jalindre, N.** (2018). Alumni Interview. MastersinCommunications.com

PODCASTS

- Flores, W. (co-host) & **Ranade, N.** (co-host) (2020). On the job – Sweetland digital rhetoric podcast. Series of interviews with scholars who recently transitioned into tenure track academic positions. Sweetland's Digital Rhetoric Collaborative Blog.
- Johnson, T. (host) & **Ranade, N.** (2020). Users as producers of knowledge — conversation with Nupoor Ranade about how tech writer roles are changing. I'd Rather Be Writing.
- Wood. C. (host), Larson, K., Kumari, A., Baniya, S., Sparks, K., Lusher, K., **Ranade, N.** & Itchuaqiyaq, C. (2019). NextGEN Listserv Moderators. The Big Rhetorical Podcast.

Teaching

Projects in Professional and Technical Writing (ENGH 797/799)
1 section

GRADUATE FACULTY, GEORGE MASON UNIVERSITY, DEPARTMENT OF ENGLISH
Spring 2023

- Primary advisor for students who take ENGH 799 for a year while they complete their thesis, and for students who take ENGH 797 to complete capstone projects during one semester.

Research Methods in Professional and Technical Writing (ENGH 502)
1 section

GRADUATE FACULTY, GEORGE MASON UNIVERSITY, DEPARTMENT OF ENGLISH
Spring 2023

- Introduces theory, methods, and ethics of conducting research in rhetoric and professional writing. Students learn to analyze scholarly work, practice data collection and analysis, develop independent project proposals, and conduct pilot studies based on those proposals.

Proposal Writing and Development (ENGH 509/489)
1 section

GRADUATE FACULTY, GEORGE MASON UNIVERSITY, DEPARTMENT OF ENGLISH
Fall 2022

- Provides foundation in the skills and knowledge required to effectively create proposals for various types of organizations especially government contracting in the DC area

User Experience Design (ENGH 690/488)
1 section

GRADUATE FACULTY, GEORGE MASON UNIVERSITY, DEPARTMENT OF ENGLISH
Spring 2022

- The course helps students understand and apply the fundamental theories, principles, and guidelines of user experience design (UX). It consists of universal principles applicable to any kind of design involving interaction between humans and non-humans.

Professional and Technical Writing (ENGH 388)
2 sections

UNDERGRADUATE FACULTY, GEORGE MASON UNIVERSITY, DEPARTMENT OF ENGLISH
Spring 2022, Summer 2022, 2023

- Intensive study and practice in various forms of professional and technical writing
- Emphasizes writing for variety of audiences within various professional and organizational contexts.

Theory and Practice of Editing (ENGH 503/483)
2 sections

GRADUATE FACULTY, GEORGE MASON UNIVERSITY, DEPARTMENT OF ENGLISH
Fall 2021, Fall 2022

- Taught theoretical and practical concerns about language, process, and technology in professional editing contexts.

Communication for Engineering and Technology (ENG 331)
5 sections

INSTRUCTOR, NORTH CAROLINA STATE UNIVERSITY, DEPARTMENT OF ENGLISH
Fall 2020 (2), Spring 2017 (2), Fall 2016

- Prepared Syllabus, Course Materials, Assignments and Rubrics to help students develop communication skills for industrial environments.
- Students worked with stakeholders of the MLK project to create useful and accessible documentation.

Communication for Business and Management (ENG 332)
2 sections

INSTRUCTOR, NORTH CAROLINA STATE UNIVERSITY, DEPARTMENT OF ENGLISH
Spring 2020 (2)

- Prepared Syllabus, course materials, assignments and rubrics to help students communicate effectively in workplace contexts
- Students wrote proposals to solve real-world problems in business and public organizations by analyzing the purpose, audiences, and contexts.

Digital Rhetoric for Artificial Intelligence/Interactions (AI) (ENG/COM 395)
1 section

INSTRUCTOR, NORTH CAROLINA STATE UNIVERSITY, CROSS-LISTED ENGLISH & COMMUNICATION DEPARTMENTS
Fall 2019

- **Won proposal** to teach a course about the influence of emerging technologies on rhetorical theory and practice.
- Prepared Syllabus, Course Materials, Assignments and Rubrics to teach students how to design, develop and evaluate digital texts.
- Students developed artificial intelligence applications (chatbots) using Python programming and constructively applying rhetorical criticism and inclusive design measures for deployment. Usability testing and accessibility testing were also conducted.

Advising

2022-23 **Tamara Noelle Moorman,** MA Thesis advisor

2022-23 **Kathryn Jedlika,** MA Thesis advisor

2022-23 **Evan Salsieder,** Undergraduate English Honors Thesis advisor

2021-22 **Ellie Marie Van Tassel,** Undergraduate English Honors Thesis advisor

Industry Experience

SAS Institute
Cary, NC, US

GRADUATE RESEARCH ASSISTANT, TECHNICAL COMMUNICATIONS DEPARTMENT — *Aug. 2018 - Aug. 2019*

- Conducted user behavior analysis through usability studies, user surveys, A/B testing, and Google Analytics
- Triangulated results from Google analytics and usability testing data to make design recommendations to the documentation site
- Made recommendations for content operationaliztion and search engine optimization
- Conducted audience analysis and content research to kickstart chatbot for sales project
- Worked closely with engineers, usability lab consultants, website developers and accessibility experts

Citrix Systems
Fort Lauderdale, FL, US

INTERN, TECHNICAL WRITER — *May 2018 - Aug. 2018*

- Developed key performance indicators (KPIs) for audience analysis and for effective documentation
- Conducted customer research for UX designing from data gathered through the annual stakeholders survey
- Assisted in converting documentation files from plain text to Markdown in git environment
- Made content design recommendations to the Marketing, Support and Documentation teams

Palo Alto Networks
Santa Clara, CA, US

INTERN, TECHNICAL WRITER — *May 2016 - Aug. 2016*

- Conducted usability testing on select documentation topics to make recommendations to the online documentation website
- Converted existing documentation to a context sensitive model in a DITA framework

TIBCO Software Pvt. Ltd.
Pune, MH, IN

TECHNICAL WRITER AND DOCSITE ADMINISTRATOR — *Oct. 2013 - Jul. 2015*

- Created and maintained product documentation including User guides, (REST) API documentation, Programmer's guides
- Developed and published video tutorials
- Conducted peer reviews and editorial reviews on documentation guides
- Worked closely with engineers, software testers and product managers to deploy documentation in three consecutive release cycles (quarterly)

Airfort Networks
Pune, MH, IN

SOFTWARE DEVELOPER — *Aug. 2011 - Oct. 2012*

- Designed and developed stand alone software applications in Java and web applications in PHP
- Worked with APIs to build and improve software products

Supervision for Funded Projects

2023	**Nathaniel Walker,** UX study on simulated automated vehicle driving, Summer RA	*Graduate*
2023	**Arya Thiruvillakkat,** UX study on simulated automated vehicle driving, Summer RA	*Undergraduate*
2023	**Reena Samuel,** Ethical Data Analytics research, Summer RA	*Undergraduate*
2022-23	**Marly Saravia,** Responsible technology and AI Ethics, Summer, Fall & Spring RA	*Undergraduate*
2022	**Arushi Bhatt,** UX study on simulated automated vehicle driving, Fall RA	*Undergraduate*
2022	**Evan Salsieder,** AI Ethics and inclusive design, Summer RA	*Undergraduate*
2022	**YoonJi Kim,** User Experience Design and Data Analytics, Summer RA	*Graduate*

Service

INSTITUTIONAL SERVICE

2023	**Judge,** 13th annual CHSS Undergraduate Research Symposium, George Mason University
2023	**Presenter,** Course showcase, Department of English, George Mason University
2021-	**Chair & Member,** Outreach Committee, Department of English, George Mason University
2022-24	**Participant, Responsible Artificial Intelligence Curriculum Design Project ,** National Humanities Center
2018-19	**Member,** Search Committee, Department of English, NC State University
2018	**Program co-ordinator,** WritersUA conference East, NC State University
2017-	**Peer Mentor,** Communication, Rhetoric and Digital Media, NC State University
2016-21	**Member,** Technical Communication Association, NC State University
2016	**Event co-ordinator,** SpeedCon 2016 conference, NC State University

2022	**Judge, Student Research Competition (SRC),** The Association for Computing Machinery (ACM) Special Interest Group on the Design of Communication (SIGDOC)
2022-24	**Member at Large,** Executive Board, ACM SIGDOC
2022-24	**Member of the Editorial Board,** IEEE Transactions on Professional Communication
2022-	**Reviewer,** International Journal of Human-Computer Interaction
2022-	**Reviewer,** IEEE Transactions on Professional Communication
2022	**Conference Proceedings Reviewer,** Computers and Writing 2022
2021-	**Associate Editor,** Kairos: A Journal of Rhetoric, Technology, and Pedagogy
2020-21	**Assistant Editor and Intern,** Kairos: A Journal of Rhetoric, Technology, and Pedagogy
2020-23	**Member,** CCCC nextGEN Committee
2020	**Proposal Reviewer,** Association of Business Communication (ABC) Conference
2019-	**Proposal Reviewer,** SIGDOC conference
2020-21	**Co-ordinator, Space-making Subcommittee,** Graduate Student Committee CPTSC
2019-21	**Student Representative,** Executive Board, ACM SIGDOC
2019-21	**Moderator,** nextGEN listserv
2016-19	**Annual Writing Competition Judge,** Society of Technical communication (STC), Carolina Chapter
2013-15	**Volunteer and event co-ordinator,** STC Regional Conference, Pune Chapter
2014	**STC City Conference planning committee member,** STC India, Pune Chapter

Affiliations

Association for Business Communication (ABC)
Association for Computing Machinery (ACM)
Association of Teachers of Technical Writing (ATTW)
Council of Programs in Technical and Scientific Communication (CPTSC)
IEEE Transactions on Professional Communication (IEEEPCS)
Special Interest Group on Design of Communication (SIGDOC)
Society of Technical Communication (STC)
Write the Docs