

Hannah Spadafora

Certifications:

Practical Project Management for Managers & First Time PMs

Microsoft Excel – Excel from Beginner to Advanced

Salesforce Badges: Data Management, Evaluate Report Data with Formulas, Reports and Dashboards, Data Modeling

Skills:

Mixed Methods Research

Data Analysis

Project Management

Program Assistance

Ethnography

Literature Review

Participant Recruitment

Interview

Professional Writing

Editing and Proofreading

Fact Checking

Presentation Development

Community Network Analysis

Stakeholder Collaboration

Team Activity Leadership

Communications

Website management

Problem Solving

Technology:

Advanced Excel

NVIVO

Microsoft Office

Confluence; SharePoint

Adobe

Slack, Zoom, Teams

Salesforce

Google Docs

Research and Project Management Experience:

Freelance Research/Writer/Editor. *RAM Non-Profit Solutions.*

- Research, write, and edit content for professional writing purposes.
- Assist with non-profit fundraising, organizational guidebooks, grant proposals, and contract bids.

Survey Operations Coordinator. Research and Production Team.

Best Pick Reports. 2021-2023. All roles at Evercommerce subsidiaries: 2018-2023.

- Directed data processing and data analysis. Delivered results by deadline.
- Streamlined and innovated operations practices.
- Completed fact-checking, insurance verification, process documentation, and book proofing.

Customer Experience Representative.

Evercommerce: GuildQuality. 2018-2021

- Interviewed customers of home sale and maintenance companies.
- Transcribed conversational commentary and quantifiable ratings.

Project Director. *The Conscious World.* Online Magazine. 2019-2021

- Designed, funded, wrote, edited, and recruited contributors.
- Maintained website, records, Facebook, Twitter, G-Suite, Patreon.
- Created pilot research framework for *The Meaningful Work Project.*

Phone Interviewer. *Creative Research Solutions.* 2019. Temporary.

- Conducted statistical/demographic interviews with business owners.
- Recorded quantitative/closed data.

Research Specialist / Student Scholar. *Georgia State University.*

Master of Arts, Anthropology. 2013-2015.

Bachelor of Arts, Philosophy, Religious Studies. 2007-2012

- Crafted framework, surveys, literature reviews, consent forms, and interview scripts.
- Recruited and interviewed participants for ethnographic research.
- Conducted onsite participant observation and audio file transcription.
- Coded and analyzed qualitative and quantitative data.
- Produced key reports and presentations.
- Coauthored public program evaluation and grant proposal.

ADDITIONAL PROFESSIONAL ROLES:

Gig Work. *Rover. Fiverr.* Direct network. December 2023-Present.

- Pet-sitting, house-sitting, Travel/Party planning, Personal/Office Assistance, Creative/Analytic Tasks.

Teaching Faculty. Adjunct Instructor. Department of Geography &

Anthropology. Four semesters. *Kennesaw State University.* 2016-2017

- Designed and taught four-subfield Anthropology classes.
- Crafted syllabus, lesson plans, class-activities, assignments, tests, website, etc.

Instructor of Record. First Year Programs. *Georgia State University.* 2015

- Enhanced syllabus, activities, assignments for three themed classes.

Graduate Assistant; Writing Across the Curriculum Consultant.

Georgia State University. 2013-2015

- Assisted full time lecturer in planning class events and assignments (networking, scheduling, research, and outreach); assignment review.

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Atlanta, Georgia

Master of Arts, Anthropology
Bachelor of Arts, Philosophy; Religious Studies
Georgia State University
Minors: English, Psychology

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Current and Recent Employment

Survey Operations Coordinator. Research Coordinator.

Survey Operations and Production Teams. Best Pick Reports. July 2021-Present.

- Directed data processing and met research deadlines.
- Utilized Excel, Salesforce, Sharepoint, Confluence, patented research software, and Google Docs. (+)
- Performed data processing, file uploads, record updates, and data analysis.
- Innovated operations practices essential to surveying thousands of customers from hundreds of home services companies across the United States and Canada.
- Streamlined previous long-standing manual processes via conditional formatting, macros, linked tag databases, data validation, referenced excel formulas, and VBA coding.
- Improved Salesforce reports, dashboards, and list views to be more efficient, clean cut, and helpful.
- Reduced reliance on outside company for data processing est. 70%; later eliminated, saving \$5000/year.
- Completed fact-checking, process documentation, and book proofing tasks.
- Led survey operation methods training sessions, assigned team meetings, and presentation events.
- Improved collaborative efficiency between teams by crafting informative guidelines on member qualifications and research, directly lessening interruptions, mislabeled cases, and missed recordkeeping.
- Tailored a specialized member service report to increase adherence to salesforce field update needs.
- Proofread published guidebooks pre-publication.
- Fact checked for the continued validity of business accreditation and service claims.
- Completed insurance verification updates and correspondence.
- Performed investigative data collection on housing and customer information related to our guidebook marketing and mailout campaigns.
- Analyzed relationship of lead sources to customer sale outcomes in market outreach campaigns.

Customer Experience Representative • Typist on Transcription Team
GuildQuality. [Parent company: EverCommerce].

March 2018– July 2021

- Conduct survey interviews with home maintenance customers.
- Record quantitative and qualitative data.
- Perform audio transcription and data entry duties.
- Team transfer: Best Pick Reports to GuildQuality
- (EverCommerce acquisition of Best Pick Reports, /formerly owned by EBSCO Research)

Phone Interviewer. Creative Research Solutions.

July 2019- September 2019. Temporary contract.

- Conduct statistical/demographic survey interviews with business owners.
- Record primarily quantitative/closed question data.

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Editorial Assistant • Best Pick Reports.

[Parent company: EverCommerce].

January 2018 - March 2018. Seasonal

- Proofread and edited written content for publication.
- Performed data entry and excel tasks as necessary.
- Transferred to transcription team at season end.

Teaching Faculty • Department of Geography and Anthropology • Kennesaw State University

January 2016 -December 2017

- Designed and taught eight Introductory Anthropology classes.
- Created class program, activities, assignments, and evaluations.

Research and Project Management Experience

The Conscious World. 2019-Present

- Student Principal Investigator. Master of Arts, Anthropology. 2013-2015
- Master Thesis. [The Others: Self-Perception and Social Stratification. Amongst Incarcerated United States Citizens.](#) 2013-2015.
- Qualitative Research Seminar. Ethnography of Music Fandom. 2013
- Literature reviews: Cultural, biological anthropology seminars. 2013-2015
- Student Researcher. Bachelor of Arts, Religious Studies. 2012.
 - Independent Research. Religious Pilgrimage. Ethnographic research.
- Team Project Participant. Graduate seminar. 2014.
 - Program Evaluation. Georgia Drug Court.
 - Grant Proposal Assignment/ Non-profit Program. Development Plan: Rehabilitation Farm Initiative.

Research Project Details

Student Principal Investigator. Thesis Research Project. Department of Anthropology. Georgia State University. Fall 2013-Fall 2015

- Recruited research participants.
- Interviewed individuals utilizing qualitative, ethnographic research methods.
- Designed surveys and interviews for participants.
- Collected and analyzed qualitative and quantitative data from survey results.
- Transcribed interview audio files (30-90 minute).
- Coded, analyzed, and synthesized data utilizing qualitative research software and methods.
- Crafted literature reviews of contemporary scholarship on topics related to justice-based institutions in the United States.
- Produced polished reports and presentations.

Student Principal Investigator. Pilot Ethnographic Research Project. Qualitative Methods in Anthropology. Georgia State University. Fall 2014.

- Recruited research participants.
- Interviewed individuals utilizing qualitative, ethnographic research methods.
- Transcribed audio files of interviews.

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- Coded, analyzed and synthesized data.
- Crafted literature reviews on music fandom.
- Produced polished presentations of data.

Student Principal Investigator. Independent Research Seminar in Religious Studies. France, Sicily. Georgia State University. Spring 2012.

- Developed field contacts during religious pilgrimage events in France and Sicily.
- Conducted ethnographic research through informal interviews, literature review, and on-site location and event research.
- Utilized multiple data collection methods [from in-field notes to audio and visual recordings]
- Analyzed and synthesized data
- Produced polished reports of summarized data.

Student co-researcher; Team Project: Program Evaluation; Project Initiative Draft Model. Seminar in Applied Anthropology. Georgia State University Spring 2014

- Co-evaluated drug court program based on public/interview-based information.
- Co-crafted proposal: Rehabilitation farm project.

Graduate Student. Term Papers. 2013-2015

- Seminar paper: Anthropology and colonialism
- Research paper: Scientific racism and judicial law.
- Literature review: Herbal medicine effectiveness
- Literature review: Feminism and liberation.
- Field Research: Protest and spatial performance.

Undergraduate Student. Research Interests. 2007-2012.

- Social-Political, Continental, and Feminist Philosophy
- History and Archaeology of Religious Traditions (Christianity, Buddhism).
- Catholic Religious Pilgrimage.
- Contemporary events and popular culture.

Teaching

Teaching Faculty • Kennesaw State University •

January 2016 -December 2017

- Designed and taught eight Introductory Anthropology classes (two classes per semester /four semesters-two years; 20-100+ students/class).
- Crafted theme-based classes for students by creating syllabi, lesson plans, class-activities, assignments, tests, website (D2L, Top Hat, custom), and additional course handouts.
- Enhanced assigned textbook readings through PDF book chapters, journal-articles, and video content.
- Utilized innovative methods such as 'text-in' attendance; online/video teaching activities, and internet-based office hours, as well as review sessions built into class Jeopardy games.
- Attended select professional development events, both funded and unpaid, hosted by the Center for Education and Learning (CETL). Presented at SPACE Conference, also held by CETL.

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- Created stellar PowerPoint presentations, with relevant visuals/video-clips, interactive menus, and appropriate, relevant, and humorous memes.
- Utilized PowerPoint format to organize class structure, and assist student knowledge mapping
- Matched PowerPoint passwords to daily attendance codes to encourage student presence.
- Directed and led large groups in debates and creative activities.
- Themes: Ritual, Performance, and Power: Public Space, Community Ownership, and History; Social Change; Imperialism; Colonialism and its' Aftermath.

Teaching Faculty • Instructor of Record

Georgia State University • May 2015 -December 2015

- Taught, partially designed three freshman experience / student success classes.
- Taught curriculum developed to facilitate the transition from high school to college for first year students flagged as high risk of incomplete degree as well as freshmen learning communities grouped into major-clusters.
- Added custom theme topics, reading content, and assignment instruction to the pre-made syllabi to match class interests with learning community.
- Themes included: Business Ethics, Moral Markets, and Globalization; Film, Games, and Contemporary Events; Heroes and Success Journeys.
- Attendance of professional development and teaching training events.
- Successful use of course website tools such as Desire to Learn, and Top Hat.
- Dedication to academic course standards, and the mission of postsecondary education.
- Correspondence, communication, and cooperation with students, faculty, and staff.
- Timely submission of required documentation and evaluations.

Teaching /Class Assistance

Graduate Teaching Assistant. Classroom Writing Consultant. Writing Across the Curriculum. Georgia State University. Atlanta, Georgia. August 2013-July 2015

- Assisted full-time lecturer in course assignment-development, event planning, and networking assistance for student field assignments.
- Provided essay feedback and academic writing tutoring services to students in six undergraduate Religious Studies classes.

Independent Tutoring Services

Tutoring PremierTutoring.com. Wyzant.com. Independent Educational Services. 2015- 2018

- Tutored study skills, writing skills (k-college) with some subject specialization- Anthropology/science/social studies (k-7; college); Math (K-7)

Presentations

Presenter. Symposium for Part-time, Adjunct, Contingent Educators. 'SPACE' Conference. Center for Excellence in Teaching and Learning. Kennesaw State University. June 2016.

- [Decolonization in the Anthropology Classroom](#)

Graduate Assistant Panel Member. Writing Consultant Workshop. Georgia State University. August 2015.

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Graduate Assistant Panel Member. Faculty Workshop. Writing Across the Curriculum. Georgia State University. May 2015.

Presenter. Graduate Research Symposium. Department of Anthropology. Georgia State University. April 2015.

Publications

Writer. [*The Conscious World*](#)

- [Select contributions here.](#)

Masters Thesis. Published: October 2015. Georgia State University.

- [The Others: Self-Perception and Social Stratification. Amongst Incarcerated United States Citizens.](#)

Graduate School Paper. 2013. Self-Published/Academia.edu share.

- Selected work: [Transformations of Space through Political Protest](#)

'SPACE' Conference Presentation. June 2016.

- [Decolonization in the Anthropology Classroom](#)

Guest Contributor. ReligionNerd. 2010-2013

- Select work: [Reggae, Rasta, and Homophobia](#)

Professional Development

Professional Development Webinars. Evercommerce / Guild Quality and Best Pick Reports.

- Topics: Investment, Sustainability Practices, Time Management, Budgeting.
- Symposium for Part-time, Adjunct, Contingent Educators: 'SPACE' Conference. Center for Excellence in Teaching and Learning. June 2016; June 2017.
- June 2016: Presenter.
- June 2017: Networking Attendance.

Participant. Teaching Academy for Part-Time Instructors. Two-day Event. Funded. Center for Excellence in Teaching and Learning (CETL). Kennesaw State University. 2016

- Topic: Effective instruction techniques.

Attendee. Additional professional development events. Center for Excellence in Teaching and Learning (CETL). Kennesaw State University. Kennesaw, Georgia. 2016-2017.

- Topics: Classroom diversity; Technology

Student Professionalization Coursework: Georgia State University. 2014-2015

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- 2014: Graduate Professionalization Seminar. Department of Anthropology.
- 2015: Introduction to the Non-Profit Sector. Public Management and Policy Department.

Attendee. Instructor Workshops. Office of First Year Programs. Georgia State University. 2015.

- Topic: Evaluation of At-Risk Students.

Participant. Pedagogy meetings. Writing Across the Curriculum. Georgia State University. 2013-2015.

- Topic: Effective instruction; classroom technology.

Non-Profit Involvement

Submission Review Intern. Incarcerated Voices Project. Freeform Radio Initiative. March 2014-April 2015.

- Conducted review and evaluation of letters submitted by contributors.
- Performed data entry and record maintenance as needed.
- Provided writing feedback and return correspondence to contributors.

Phone Representative. American Kidney Services. March 2013-May 2013.

- Performed remote outgoing call center duties.
- Utilized persuasion to garner donations.
- Scheduled contributor donations.

Assistant Paraprofessional [Temporary], Drew Charter School July 2012

- Assisted in classroom set up / office tasks.
- Teacher training/professional development seminars.
- Temporary AmeriCorps-involvement [funding/scheduling issue]

Call Center Associate. The Shapiro Group. March-May 2009.

- Conducted survey interviews with public on behalf of various governmental and non-profit agencies.
- Recorded quantitative and qualitative data.

Fundraising Intern/Canvasser. Public Institute Research Group. Democratic Party of Georgia. May-July 2008. Environment Georgia. May-July 2007.

- Canvassed door to door and via call lists for fundraising/awareness campaigns.

Public Management and Policy Department: Non-Profit Introduction Seminar. 2015.

- Grant writing project.
- Review of non-profit management theory, practice, and history.

Volunteer Service

Committee Member. GSU Anthropology Outreach Committee. Spring-2018-Present.

- Connect Atlanta anthropology community.

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- Encourage/mentor near-graduation majors.
- Communicate Anthropology to the public

Volunteer. Young People Matter. October-November 2015.

- Outreach campaign. Homeless shelter-assistance.
- Note: Funding shortage led to service stop.

Volunteer (intermittent). Hands on Atlanta. 2007-2009

- Food prep, care package prep. Cafe 458.
- Usher. Horizon Theater.

Volunteer. Read Across America. 2003; 2004

- Storyteller at local elementary schools.
- Cat-in-the-hat costume design/creation.

Volunteer. Creepers Haunted House. 2003; 2004.

- Acted in haunted house production.

Office Experience

Customer Experience Representative; Transcriptionist • GuildQuality / Best Pick Reports • March 2018–Present

- Conduct survey interviews with home maintenance customers.
- Record quantitative and qualitative data.
- Perform audio transcription and data entry duties.

Editorial Assistant (Temporary) • Best Pick Reports • January 2018 - March 2018

- Proofread, edited written content for publication.
- Performed data entry and excel tasks as necessary.

Office Assistance. Contract Services. Personal and Business. Clay Auto Repair. Summer 2017

- Organized and filed business and personal documents into efficient record keeping system.

Office Assistant/Receptionist. Internet Services and Technology Department. Georgia State University.
Work Study Semester: May-July 2011

- Greeted and directed office visitors.
- Answered and directed phone calls.
- Stocked supply room.
- Distributed mail in multiple floor building.
- Performed data entry, excel, office task assistance.
- Work-Study semester placement.

Office Assistant. Religious Studies and Philosophy Department. Georgia State University Work Study
Semester: August-December 2010

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- Greeted and directed office visitors.
- Stocked supply room.
- Distributed flyers and documents across campus.
- Work-Study semester placement.
- Performed office task-assistance as needed.

Editorial and Writing Work

Founder and Editor. *The Conscious World*. 2019-2021

- Researched, wrote, and edit articles and forum posts.
- Edit contributor forum posts,
- Provide writing feedback, suggestions, and detail/clarification/source citation requests.

Editorial Assistant • Best Pick Reports •

January 2018 - March 2018. (Temporary position)

- Proofread, edited written content for publication.
- Performed data entry and excel tasks as necessary.

Teaching Faculty (Part-time.) [Relevant due to Essay Review] Department of Geography and Anthropology. Kennesaw State University. January 2016-December 2017.

- Proofread, reviewed, and provided tailored feedback to assist students in writing skill improvement.

Classroom Writing Consultant. Graduate Teaching Assistant. Writing Across the Curriculum. Department of English. Georgia State University. August 2013-July 2015.

- Proofread hundreds (100+) of student essays for spelling, grammar, and formatting.
- Mentored, tutored, and assisted students with academic writing skill development.

Submission Review Intern. Incarcerated Voices Project. Freeform Radio Initiative. Virtual. March 2014-April 2015.

- Proofread, reviewed over 100 contributor letters.
- Evaluated quality for radio-publication decisions.
- Wrote contributors back with edit suggestions, and feedback for skill improvement.
- Transcribed hand-written letters into print format.

Student. Georgia Highlands College 2005-2007. Major/minor: Journalism/ Political Science

- Declared but transferred out.

Contributor. ReligionNerd.com. 2010-2013

- Wrote articles for public website publication.
- Contributed to scholar-public conversation on religion (with other comparative Religious Studies contributing pool of scholars).

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Editorial Staff. Media-Review Staff. (unpaid) The Stinger. Sprayberry High School. Marietta, GA. 2002-2004

- Checked, and proof-edited news-articles prior to publishing date.
- Wrote editorial articles (politics, school policy), and media reviews (book, music, movies).
- Fulfilled two years of Journalism classes.

Customer Service: Retail and Sales

Sales Associate. Toys R Us. November 2012-January 2013, seasonal. March-December 2005.

- Cashier
- Provided floor assistance to hundreds of customers per day in a high-flow store.
- Performed re- shopping [return of misplaced items] Maintained store cleanliness as needed.
- Performed multiple job roles.

Cashier, E-Follett Bookstore. Georgia State University. August 2010. January 2011. Seasonal.

- Performed sales associate, cashier, and stock duties.

Store Associate. Williams and Sonoma. November 2009-January 2010. Seasonal.

- Wrapped customer purchases in gift wrap for ease of holiday delivery.
- Aided customers and cashiers as needed.

Sales Associate, Wolf Camera. October 2008-January 2009

- Performed cashier duties/utilized computerized register equipment.
- Delivered excellent customer service.
- Developed pictures using photo lab equipment.
- Performed store cleaning duties.

Key Staff. Vector Marketing. March 2006-May 2007.

- Built rapport with customers.
- Performed direct sales and in-home marketing through Cutco Kitchenware Demonstrations.
- Developed networks of direct referral contacts.

Customer Service: Restaurant

Waitstaff. Scalini's. Smyrna, Georgia.

June-October 2016

- Performed server duties for assigned tables.
- Organized, ordered, delivered, and facilitated purchase of food and drink requests.
- Set tables, performed opening prep work.
- Cleaned tables, vacuumed floors at closing.

Server/Cashier. Mama Mia's [Downtown Atlanta]. May 2013-September 2013.

- Facilitated customer food purchases by utilizing computerized register technology.
- Performed cashier and server duties as needed.

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Cashier. Jimmie Johns. February 2013-March 2013.

- Crafted signature sandwiches for customers
- Performed cashier duties on register.

Seasonal Associate, Chucky Cheese. December 2005 –February 2006 [winter]

- Assisted kids with ticket-merchandise exchange.
- Maintained the salad bar/performed food prep
- Performed fill in waitstaff/server/chucky costume duties as needed.

Table Busser; Around the Clock Restaurant. 1996-1998. [intermittent]

- Bussed tables at my Dad's restaurant on weekends.

Sales - Online

Direct sales. Online. Intermittent.

- Used book sales. The Broke Professor. Amazon.com Seller Central.
- Online course sale. [Udemy](#). [Teachable](#).
- [Poetry and Photography E-Book Sales](#). Kindle Direct Publishing..
- Handmade Jewelry. Hannah's Hemp Solutions. Etsy.*
*setup/unsuccessful attempt/learning experience.

Extracurricular Activities

Independent Backpacker. Europe, December 2011-March 2012

- Planned, booked, and independently navigated three months of backpacking across the eastern United States (two weeks) and southern / western Europe (10 weeks)
- Partial trip: Research project (Catania, Sicily; Lourdes, France). (See [research](#) section)
- Further travel [tourism, local event, archaeological and religious site visits]: England (London); Greece (Mainland: Athens, Thessaloniki; Crete: Heraklion, Rethymyo, Knossos); Cyprus (Larnaca); Italy (Mainland: Rome, Naples; Sicily: Catania, Palermo); Spain (Barcelona, Alicante); The Netherlands: (Amsterdam); France (Lourdes, Toulouse, Orthez).

Participant, Campus Organizations. Georgia State University. 2007-2012

- GSU Philosophers Guild.
- Students for Peace and Justice.
- Alliance for Sexual and Gender Diversity.
- Religious Studies Student Forum.
- Young Democrats of GSU.
- Poetry Society.

Participant. Campus Club. Georgia Highlands College / Southern Polytechnic Campus. 2005-2007

- S.A.F.E. (Sexual Acceptance for Everyone).

Participant. Classes and Extracurricular Activities. Sprayberry High School. 2001-2004

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- *The Stinger* (School Newspaper). / Journalism classes (two years)
- Mass Media / Video Production (1 year + extra .5 cross-listed college credit)
- Drama club (3 years, intermittent) / Theater classes. (1 year graded, .5 year audited)
- Economics (class projects): Mock Business Proposal (Tattoo Parlor). Mock Stock Market Investment.
- Other extracurricular classes: Money management (1 credit); Graphic Arts (.5 year).

Additional Accolades and Achievements

Georgia State University:

- Passed: Graduate Foreign Language Exam. Spanish: reading/writing. 2015.
- Dean's list/Honor roll [2013-2015; Multiple additional semesters 2007-2012].
- Anthropology Professional Development Seminar. 2015.
- Public Management and Policy Department: Non-Profit Introduction Seminar. 2015.
 - Grant writing project. Non-profit management theory and practice.

Sprayberry High School:

- Early graduation: 12/2004 [Class of 2005]
- Honor roll/Deans list (four semesters)
- Honors level: English and Social Studies (Government, Economics)
- *The Stinger*: "Most likely to cause an uproar." (Editorials)
- *The Stinger*: "Best Advertisement Sales." (Fundraising/offering local businesses fee based promotion)
- Graduation test: Exceeds expectations in English, Social Studies, and Science.