

Crystal Padilla

Washington, D.C.

(202)-993-8986 (Text) | justcryss@gmail.com

Background

Skilled scientist, program coordinator, and specialist for over 4+ laboratories/divisions. Wide-ranging experience with 8+ years of analytical and strategic thinking ability. Competent at product roadmap strategy and end-to-end delivery, customer experience improvement, policy compliance, teamwork, leadership, persuasive public speaking, user experience research, creativity, supervising and training employees and student assistants, problem-solving, and administrative tasks.

Education

July 2017 **Master's** American Sign Language Education, Gallaudet University, Washington, D.C.

May 2014 **Bachelor's** Biology, Gallaudet University, Washington, D.C.

Professional Experience

Administrative Assistant- Office of Contracting & Personal Property Management, Smithsonian Institution

October 2024- Present, Full-Time (40 hours per week), Specialist,
600 Maryland Avenue, Washington, DC 20024
Supervisor: Smithsonian Institution (202) 663-6370, may contact

Duties & Accomplishments:

Office of the Chief Financial Officer (OCFO), Office of Contracting and Personal Property Management (OCon&PPM) is responsible for the overall planning, management, and execution of the Smithsonian Institution's contracting, acquisition, and procurement, travel, property and policy programs. The purpose of this position is to provide administrative support to the Director, Deputy Director' and Associate Directors in the execution of their functions, to perform special projects, monitor administrative operations, and coordinate the work with other functional areas, etc.

- Provides administrative support to the Director, Deputy Director and Associate Directors by monitoring, facilitating, reviewing, and keeping current on administrative contracting projects in which they are involved. Analyzes operating procedures and processes involved in assigned administrative operations. Recommends new and revised administrative procedures based on results of these evaluations.
- Provides assistance to subordinate organizational elements on administrative procedural requirements associated with assigned functional areas. Identifies administrative concerns and problems and initiates actions to develop solutions. Monitors assignments tasked by the Directors to

subordinates to ensure timely progress, conformance with instructions and fulfillment of objectives, etc. Prioritizes staff studies, correspondence, and other material submitted to the Director.

- Tracks projects, correspondence, and suspense dates assigned to the Director by higher level executives or organizations to ensure action is taken and material is submitted to the Deputy Director with adequate time for review and consideration prior to deadlines.
- Coordinates meetings and conferences the Director holds. Makes all logistical arrangements for training sessions, conferences, meetings, and advance briefings for the Director's office as appropriate. Ensures that all administrative arrangements are made and the Director is fully prepared on all substantive issues.
- Participates with contract specialists, contract negotiators, office managers, and others by coordinating the review, execution, and disposition of contractual or other legal documents. Assembles, analyzes, and summarizes information from contracting files, project files, or administrative files. Researches, collects and coordinates data from a wide variety of sources in order to prepare reports or evaluation of project status.
- Performs a wide range of administrative support duties such as coordinating periodic staff meeting or other special meetings; distributing staff announcements; requisitioning or obtaining supplies, equipment, and other resources, receiving, screening, and referring visitors as appropriate; preparing general correspondence, reports, and other documents; performance research and arranging travel for Director, Deputy Director and Associate Directors, when required.

Research Services Coordinator - Brain and Language Lab Center for Neuroimaging

June 2018 – October 2024, Full-Time (40 hours per week), Specialist,

800 Florida Ave NE, Washington, DC, 20002

Supervisor: Gallaudet University (202)-651-5000, may contact

Duties & Accomplishments:

Scientist Manager/program coordinator for the Brain and Language Lab Center for Neuroimaging along its institute, National Science Foundation, Visual Learning Visual Language. Works independently with guidance on more complex issues; provides professional know-how to enhance the knowledge and skill base of the organization; uses implementation, managing resources, monitoring and evaluating, engaging stakeholders, supervising, providing training and support, policy compliance and reporting, risk and budget management, communication and advocacy, quality assurance, and administrative duties.

- Provide administrative assistance to management by overseeing, scheduling appointments, meetings, and conferences, coordinating travel arrangements, communicating and responding to emails and inquiries, reviewing and reporting the policies, and staying up-to-date on administrative protocols and contracting procedures, including providing general administrative support to staff and administrator, and serving as a point of contact for internal and external stakeholders.

- Operates a dynamic and diverse team of behavioral scientists annually, machine learning scientists, and front-end software developers to continually improve our user-facing applications and the underlying AI-powered models.
- Monitor and manage the program budgets of \$65,000+ and administer fiscal responsibility, review effective use of funds, coordinate resources, and track expenditures to ensure fund usage. This includes managing expenses (submitting and reporting), overseeing and administering purchase orders, and supervising and monitoring the supply chain for efficient order fulfillment for vendors.
- Conducted user experience research by planning, scoping, and facilitating focus groups, interviews, and surveys that collected qualitative data and developed insights to demonstrate product effectiveness for the research study and hiring.
- Analyze research and data findings to inform evidence-based product strategies, enhance product capabilities, and anticipate customer, stakeholder, and laboratory/division needs. Lead the conception, design, execution, and delivery of data analysis projects, our product's impact on clients, and guiding user experience.
- Establish and implement policies and procedures to ensure compliance with regulatory requirements and develop operational efficiency. Review existing policies, conduct research, and collaborate with stakeholders and laboratories/divisions to identify areas for improvement and update policies regularly. Correspond policy changes to employees and student assistants and provide training as needed.
- Contributed as a co-author to scholarly peer-reviewed articles, including abstracts journals, and presented posters at local and international conferences.
- Proficient in archiving, recording-keeping, and data backup, recovery, security, integrity, and thorough documentation practices.

American Sign Language (ASL) Adjunct Instructor – Gallaudet University

January 2021- December 2023, Part-Time (12-15 hours per week), Non-Supervisory,
800 Florida Ave NE Washington, DC, 20002
Supervisor: Gallaudet University (202)-651-5000, may contact

An adjunct instructor at the University level at Gallaudet University. Taught one or two courses per semester. It includes teaching, curriculum development, instructional delivery, assessment, feedback, accessibility, professional development, collaboration, student support, and administrative duties.

- Teaching an average of 8-15 students per semester/course. Different levels from American Sign Language one (introductory) to advanced (highest at level six). Including specialized topics like linguistics, literature, translation, and culture.
- Curriculum Development, designing and updating the course syllabi, lesson plans, and instructional materials. Discover and trial the new curriculum platforms (True Way ASL (TWA), Signing Naturally, Lifeprint) to align the diverse learner to program objectives.

- Instructional Delivery within the inside and outside the classroom to facilitate and promote student engagement. Provided lectures, group activities, resources, and practice sessions.
- Assessment and feedback with all the students by supplying one-on-one time, mentoring, office hours, and evaluation to provide constructive feedback on their signing skills and studying (exams, assignments, presentations).
- Administer the accessibility to creating an inclusive and accommodating learning environment with their diverse abilities and learning styles, including equipping the proper technologies as needed (CART, Projector, laptop, lighting)
- Part of professional development to stay with current sign language pedagogy, including research, participating in workshops and conferences, and collaborating with diverse professors, faculties, and staff.
- Performed administrative duties on completing the grading, attendance tracking, reporting, and policy compliance to the Office for Students with Disabilities on the status of the student with disability accommodations and participating in the department meetings.

American Sign Language (ASL) Teacher – Ballou High School

February 2018 - June 2018, Full-Time (40 hours per week), Non-Supervisory,

3401 4th St SE, Washington, DC, 20002

Supervisor: Ballou High School, (202) 645-3400, may contact

Duties & Accomplishments:

American Sign Language (ASL) teacher responsible for creating and structuring ASL lessons and instructions for ~15 students in each class. Duties included collaborating with multidisciplinary teams to support professional learning communities to ensure students meet and exceed the proficiency levels of ASL as one of the foreign language electives and increasing student knowledge and abilities through reflective, responsive, intentional, research-based ASL strategies.

- Planned, designed, and developed teaching materials and communication solutions to meet students' needs and course outcomes.
- Created educational content for the students to promote equal communication access, educational service, and cultural awareness.
- Adapt students' learning and teaching with structured and spontaneous dialogue and emotional intelligence by providing support and guidance for students every week.

- Managed students and tracked their assignments, resolved complex problems affecting the program and class and organizational requirements to improve efficiency, and supervised courses to ensure all students were learning in a safe and productive environment.
- Collaborate with other educators to integrate foreign languages across curricular areas and support and inclusion to the standard of the state of education curriculum.
- Support services address the socio-economic obstacles students and families encounter within the community, including strategies to provide equitable access to education.
- Participated in professional development activities and training to build up teaching skills and cultural competence, focusing on serving students in underserved communities.

Library Assistant - Gallaudet University Library

September 2011 – June 2014, Part-Time (20 hours per week), Non-Supervisory,

800 Florida Ave NE, Washington, DC, 20002

Supervisor: Gallaudet University, (202)-651-5000, may contact

Duties & Accomplishments:

Library assistant responsible for performing paraprofessional library duties with extensive knowledge of library principles, methods, materials, and practices

- Customer services include implementing established procedures to register new library patrons, answering patrons' questions, providing information, and assisting with library services.
- Maintain circulation by checking the materials in and out, handling fines and fees, processing library card applications, inspecting returned materials for damage, and repairing damaged materials.
- Assisting in teaching and referring to the basic references, including locating materials, using library technology resources, and tasks like printing, copying, and online resources.
- Administrative tasks include answering via email or phone, filing paperwork, updating records, and planning and promoting library programs and events like book clubs and workshops.
- Monitoring the premises to enforce the safety and security of patrons and materials along with the library policies and procedures.
- Collaborating with library staff and collaborators to provide quality library services and accomplish goals in the university environment.

Research Experience for Undergraduates (REU) Fellows Intern – Duke University

Summer 2013, Intern (10 weeks), Intern,

2138 Campus Drive, PO Box 90586, Durham, NC, 27708

Supervisor: Summer REU, Johnna.frierson@duke.edu (919) 660-8412, contact me first

Duties & Accomplishments:

As REU Fellows Intern participating in a 10-week summer research at Pratt School of Engineering. The internship duties included scientific explorations in the laboratory's research, which focused on uncovering basic cellular and molecular mechanisms underlying regenerative and aging processes in various animal model systems.

- Mentored by a Ph.D. student mentor by participating in instrument, consumable, and prototype testing on synthesizing nanoparticles of cadmium on thin film.
- Utilize various imaging equipment, including SEM, TEM, and UV-Vis, to change through engineering changes that result in product and/or consumable performance or features increasing nanoparticle value.
- Optimized bacteria growth condition using various media with sample testing and interpreted results and concludes.
- Participate in laboratory meetings and literature reviews, enhance writing and science communication skills, and participate in discussions to contribute insights to ongoing research projects.
- Assisting in experiments, collecting data, analyzing results, advancing health informatics, and engineering the tools for scientific discovery.

Intern – University of California San Diego Moores Cancer Center

Summer 2012, Intern (10 weeks), Intern,

3855 Health Sciences Dr., La Jolla, CA 92037

Supervisor: Patricia Branz, pbranz@ucsd.edu (858) 768-0438, contact me first

Duties & Accomplishments:

An intern participating in a 10-week summer research at the University of California, San Diego Medical Center, Moore's Cancer Center. The internship duties included participating in cutting-edge cancer research and learning more about types of cancer-related trials, testing novel drug treatments, and surgical techniques.

- Performed script writing, filming, captioning, and editing the video footage work, including updating the website.

- Collect and analyze data using statistical software to identify trends, significance, and patterns in experimental results under the supervision of faculty mentors.
- Manage the control group sessions and data, including data entry, data clean-up, and data filing.
- Conducted and contributed to literature reviews, research proposals, scientific publications like PubMed and internet literature searches, and data analysis (SPSS).
- Collaborated with other internships to design and execute experiments to fit each experiment's mechanisms and techniques, drafting and submitting research proposals for institutional review board (IRB) protocols.

Professional Publications

Published Articles:

- Nasihati Gilani, S., Traum, D., Sortino, R., Gallagher, G., Aaron-Lozano, K., **Padilla, C.**, Shapiro, A., Lamberton, J., & Petitto, L.A. (2019). Can a signing virtual human engage a baby's attention? In peer-reviewed publication of the *Association for Computing Machinery Intelligent Virtual Agents (IVA)*. ISBN 978-1-4503-6672-4/19/07. <https://doi.org/10.1145/3308532.3329463>
- Nasihati Gilani, S., Traum, D., Sortino, R., Gallagher, G., Aaron-Lozano, K., **Padilla, C.**, Shapiro, A., Lamberton, J., & Petitto, L.A. (2019). Can a virtual human facilitate language learning in a young baby? In the peer-reviewed publication of *Proceedings of the 18th International Conference on Autonomous Agents and Multiagent Systems (AAMAS)*, N. Agmon, M. E. Taylor, E. Elkind, M. Veloso (Eds.). <https://doi.org/10.1145/3308532.3329463>

Published Referred Abstract Conference/Posters:

- White, B. E., **Padilla, C.**, Gallagher, G., Palagano, J., Harris, C., & Petitto, L. A. (July 2022, submitted). Why are some individuals better gesturers? Multiple cognitive factors influence performance. Poster, International Mind, Brain, and Education Society, Montréal, QC Canada.
- White, B. E., **Padilla, C.**, McKinnie, K., Smistek, C., & Petitto, L. A. (July 2022, submitted). Early signs speech bilingualism helps children learn reading. Poster, International Mind, Brain, and Education Society, Montréal, QC Canada.
- White, B.E., Palagano, J., **Padilla C.**, Petitto, L.A. (April 23-26). Sign language helps deaf children and promotes school readiness.[Poster session]. Cognitive Neuroscience Society 2022 Annual Meeting, San Francisco, CA.
- Nasihati Gilani, S., Traum, D., Sortino, R., Gallagher, G., Aaron-Lozano, K., **Padilla, C.**, Shapiro, A., Lamberton, J., & Petitto, L.A. (July 2-5, 2019). Can a signing virtual human engage a baby's attention? Paper presented at the Association for Computing Machinery Intelligent Virtual Agents (IVA), Paris, France.

- Nasihati Gilani, S., Traum, D., Sortino, R., Gallagher, G., Aaron-Lozano, K., **Padilla, C.**, Shapiro, A., Lamberton, J., & Petitto, L.A. (May 13-17, 2019). Can a virtual human facilitate language learning in a young baby? Poster, International Foundation Conference on Autonomous Agents and Multiagent Systems, Montreal, Quebec, Canada.
- Petitto, L.A. (PI), Sortino, R., Aaron-Lozano, K., Gallagher, G., Nasihati Gilani, S., Traum, D., Merla, A., Filippini, C., **Padilla, C.**, (March 22, 2019). “Hearing Babies Respond to Language’s Patterning and Socially-Contingent Interactions with a Signing Avatar: Insights into Human Language Acquisition.”Poster, 2019 Biennial Meeting of The Society for Research in Child Development, Baltimore, Maryland.

Trainings & Certifications

- PADI Advanced Open Water Diver, January 2022
- CFMI MRI Safety Training, March 2021
- Title VII, VI, IX and FERPA, October 2021
- CITI Program Research, Ethics, and Compliance Training, December 2019, 2020, 2024
- Functional Near-infrared Spectroscopy (fNIRS) Certification, November 2015
- The Inclusion, Diversity, Equity, and Accessibility (IDEA) certified of Completion 2022-2024
- Preventing Harassment & Discrimination Vector Solutions, 2020-2024
- FERPA: Family Educational Rights and Privacy Act Vector Solutions, 2020-2024
- Diversity: Inclusion in the Modern Workplace Vector Solutions, 2020-2024
- Building Supportive Communities: Clery Act and Title IX Vector Solutions, 2020-2024
- Cybersecurity Training Gallaudet University Technology Services, February 2020-2024
- Basic Purchase Order Processing, November 2024
- Selecting NAICS Codes (OCon84), November 2024
- Purchase Card Training, November 2024
- Procurement Informational Briefing (OCon21), November 2024
- Federal Procurement Data System (FPDS) (OCon81), December 2024
- eReimbursement for Unit Employees, December 2024
- Account Property Officer/Property Custodian Online Course (OCon50), January 2025
- Advanced Purchase Order (ERPF12), January 2025

Awards

- National Science Foundation (NSF)- Gallaudet University, Visual Learning Visual Language (VL2) Student Scholar, May 2014-2016
- Phi Kappa Zeta Scholarship, March 2015
- Gallaudet University Dean’s List, Spring 2013 & Fall 2013

Skills

- Budget, financial, and travel management (QuickBooks, Peoplesoft, Workday, Okta, Deem)
- Graphics design (Adobe Creative Suite- Photoshop, Illustrator, Premiere Pro, Adobe Acrobat, InDesign, Lightroom, Canva)
- Team communication (Slack, Zoom, Teams, Google Chat, Discord, Gmail, Outlook)
- Data analysis and Research (Educico Linguistic Annotator, RStudio, Excel, Qualtrics, Cayusa)
- Learning Management (Blackboard, Canvas, 360Learning, Google Classroom, Navigate, Kaltura)
- Project Coordination (Smartsheet, Microsoft Office 360 Project, Adobe Workfront, EchoSign)
- Google Workspace (Gmail, Forms, Docs, Sheets, Meet, Slides, Cloud Platform, Drive Calendar)
- Time management (Trello, Asana, Notion, Wrike, Google Calendar)
- Video edits (Final Cut Pro, iMovie, DaVinci Resolve, YouTube, Echo360)
- Leadership (strategic planning, team collaboration, policy compliance, stakeholder engagement)
- ORACLE PeopleSoft (eProcurement, Vendors, Banking, Accounts Payable, Billing, Purchase Orders)