Nicolina Gallo

San Francisco-Bay Area

Researcher, Strategic Communications Specialist & NonProfit Program Coordinator

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Multilingual researcher, communications specialist and program coordinator, experienced across nonprofits, academia, humanitarian initiatives, and museums. 7 years global NGO volunteer experience and 20+ years human rights and cross-cultural engagement. Specific expertise in Palestine and broader Middle East, with blend of data analytics, stakeholder research, and systems mapping alongside compelling writing and visual communication. Skilled translating complex data into actionable strategies, accessible content, and coordinated projects with core strengths in mixed-methods research, impact analysis, community engagement, content strategy, digital accessibility and cross-sector collaboration. Johns Hopkins graduate training in museology, nonprofit management, and digital curation and Honors UC Berkeley B.A. Proficient across GIS, Excel, Google Analytics, Qualtrics, WordPress, Adobe Creative Suite, Canva, Figma, and several CRM and project management tools. Committed to assisting mission-driven organizations improve access and translate research into meaningful community outcomes.

Core Competencies:

➢**Research & Evidence Synthesis:** •Mixed-methods research •Literature reviews •Source evaluation •Interviews •Surveys •Thematic analyses
➢**Strategic Communications:** •Research translations •Accessible narratives •Executive briefs •Policy summaries •Stakeholder narratives
➢**Program & Project Management:** •Cross-functional coordination •Workflow design •Milestone tracking •Resource allocation •Risk identification •Deliverable management
➢**Data Analysis & Visualizations:** •Data cleaning •Performance dashboards •Accessible charts •Data storytelling •Actionable reporting
➢**Monitoring, Evaluation & Learning:** •Program metrics •Outcome tracking •Feedback analysis •Evidence-informed improvements
➢**Humanitarian & Community Engagement:** •Cross-cultural relationship building •Participatory planning •Inclusive communication •Conflict-sensitive collaboration
➢**Systems Mapping:** •Relationship maps •Resource flow graphs •Community need diagrams •Coordinated action opportunity outlines
➢**Digital Curation:** •Knowledge management •Metadata •Information architecture •Digital asset organization •Data preservation •Ethical data stewardship
➢**Content Strategy:** •Digital publishing •Editorial planning •SEO •Copyediting •Fact-checking •Newsletters •Accessible web content
➢**Audience & UX Research:** •User surveys •Usability evaluations •Audience segmentation •Translating data into practical improvements
➢**Visual Communications & Accessible Design:** •Graphics •Brand-aligned reports •Presentations •Infographics •Diverse digital assets
➢**Responsible AI & Data Governance:** •AI research synthesis •Output verification •Privacy-aware workflows •Ethical information handling

Languages:

•English (Fluent) •Arabic (الفصحى) (Intermediate) •French (Intermediate) •Spanish (Proficient) •Italian (Proficient)

Professional Experience:

Assistant Educator, (Program Operations,) UC Berkeley, Early Childhood Education Program, Berkeley, CA, 2024–Present
•Document developmental observations and translate findings into practical stratagies for culturally responsive program improvement
•Maintain program records, and cross-functionally collaborate to identify support needs, and coordinate appropriate follow-ups
•Balance shifting priorities across staff roles while managing team communication and shifting daily priorities in fast-paced setting

Digital Curator / UX Researcher (Contract), Truhlsen-Marmor Museum of the Eye, San Francisco, CA, 2024
•Led UX research for multilingual QR-interface, prototyping content pathways for Mandarin, Spanish, and Tagalog-speakers
•Translated usability findings into clear navigation, and microcopy, developing concepts, content, visuals, and interactive layouts
•Evaluated usability and accessibility needs, refining interpretation and access strategies across languages, to reduce cognitive load
•Designed risk mitigation strategies, connected organizational upgrades with institutional objectives and documented program operations

Graduate Researcher (Humanitarian Systems Mapping & NonProfit Management), Johns Hopkins, Remote, 2022–2024
•Conducted humanitarian systems mapping efforts across multiple global institutional, NGO, and private-sector stakeholders
•Designed evaluation criteria and research instruments for digital resource accessibility, visibility, usability, and engagement comparisons
•Led global research partnership, with case studies, task tracking, interviews, source material integration, and cross time zone deliverables
•Designed surveys and standardized templates for consistent data collection, stakeholder participation, and evaluation metrics
•Translated institutional data focused on ethical AI, and digital stewardship into public exhibitions and interactive educational resources
•Collaborated on $480K grant disbursement proposal for Palestinian museum with financing, institutional, and regulatory considerations
•Assessed 300+ TB digital preservation environment to develop accessibility frameworks and ethical data management
•Translated mixed methods data into interactive materials to examine digital preservation of marginalized community art
•Built and refined 400+ prompt catalog by tone, intent, and communication goal, iteratively testing for consistency and audience alignment

Contract Writer, International Association of Professional Writers & Editors, Remote, 2022–2023
•Produced research-driven, SEO editorials across diverse subjects under publication standards, managing concurrent deadlines and revisions
•Applied rigorous fact-checking, proofreading, and copyediting, translating complex source material into accessible narratives

Web Designer, UC Berkeley Art History Department, Berkeley, CA, 2022
•Built artist portfolio *Art in Humanity* for muralist UC archive inclusion with clarified navigation to increase resource discoverability
•Created accessibility tagging system to enhance cross-cultural interoperability, with integrated archive and multilingual metadata

Graphic Designer & Administrative Coordinator, Berkeley Student Cooperative, 2021–2023
•Produced official visual and written publications while coordinating contributor input, management review, and competing deadlines
•Maintained council minutes and governance records to support institutional accountability and communication continuity

Marketing Consultant, AbilityFirst, Remote, 2019–2020
•Contributed communications campaign for launch of disability-focused initiative with audience segmentation, analytics, and A/B testing
•Translated research data to increase website engagement 42% and improved conversion rate 23% with Google Analytics insights
•Translated campaign data into visual reports to establish actionable stakeholder recommendations and strengthen audience engagement

Relevant Accomplishments:
•Streamlined media workflows and organized digital libraries, to reduce asset retrieval time 25% and improve shared communications access
•Translated complex humanitarian, climate, and human rights data into actionable briefs for decision-makers, partners, and public audiences
•Managed multilingual, global communications across time zones, meeting deadlines and clarifying references with ongoing follow-ups
•Built coalition of locals, volunteers, and institutional stakeholders, aligning project priorities with community concerns in public dialogue
•Created structured metadata taxonomies and integrated NLP-assisted workflows to improve organization across digital research collections
•Designed MEL framework to track program outcomes, communicate findings, and inform future funding decisions
•Contributed to $480K grant disbursement proposal, integrating conservation priorities, funding research, and regulatory considerations

Select Relevant Projects:
•*Multilingual QR Code Integration* (2024): Summary of UX research, interface mockups, metadata recommendations and navigation micro-copy developed for multilingual museum digital interface, with scalable framework created for improved visitor access
•*Humanitarian Stewardship* (2026): White paper analyzing increasing climate, technological, and geopolitical catastrophic risks with ethical, systems-based framework proposal for global cooperation within adaptive governance currently under review for peer-reviewed publication
•*Digital Gap Assessment* (2023): Summary of 300+ TB institutional digital preservation assessment for UC Digital Library to identify organizational gaps, recommend data stewardship priorities, and align repository standards
•*Rebuilding Public Trust* (2026): Evaluation of non-military, algorithmically unbiased AI legitimacy, democratic accountability, and civic participation, to strategically strengthen community in polarized Israeli-Palestinian public opinion with policy-relevant analysis
•*Institutional Memory* (2023): Summary of museum data-migration framework with metadata crosswalks, fixity verification, and backup strategies developed to strengthen Royal Ontario Museum information integrity and long-term access

Technical Expertise:
•**Research Analysis & Surveys:** NVivo, MAXQDA, Qualtrics, SurveyMonkey, advanced Excel/Google Sheets, pivot tables, VLOOKUPs/XLOOKUPs, data validation
•**Data Analytics & Visualization:** Google Analytics 4, Looker Studio, Tableau, Power BI
•**Project Management:** Asana, Monday.com, Trello, Airtable, Notion, ClickUp, Google Workspace, MS Teams, Slack
•**CMS:** WordPress, Wix, Squarespace, Drupal, Weebly, Divi, Contentful, Gutenberg, Elementor
•**ESPs:** Mailchimp, Marketo, Constant Contact, Klaviyo, Brevo
•**SEO:** Ahrefs, Google Search Console, SEMrush, Similarweb
•**Graphics & Visual Storytelling:** Photoshop, Illustrator, InDesign, Canva Pro, Figma
•**CRMs:** Salesforce NPSP, NGP VAN, HubSpot, Zoho, EveryAction, Action Network, CiviCRM, Sumac CRM, Bitrix24, Attio, Pipedrive
•**GIS & Humanitarian Data:** ArcGIS, QGIS, Mapline, StoryMap, Kialo, KoboToolbox, Ushahidi, HDX, Humanitarian OpenStreetMap, Kumu
•**Digital Curation & Preservation:** ArchivesSpace, Archivematica, Axiell DAMS, Alma, MarcEdit, Dublin Core, METS/MODS, CIDOC CRM
•**Media Monitoring & Audience Insights:** Hootsuite, Brandwatch, Meltwater, Talkwalker, Buffer, Sprout Social, Social Searcher
•**Workflow Automation & AI Research:** Zapier, Power Automate, Claude ChatGPT, NotebookLM, Jasper AI

Education:
•**Johns Hopkins University, M.A. Museum Studies, Dual Post-Graduate Certificate in Digital Curation, (2024), GPA: 4.0**
Focus: •Humanitarian Systems Mapping •Nonprofit Management & Resource Allocation •Ethical Data Governance •Information Systems
•**University of California, Berkeley, Honors B.A., Middle Eastern Languages and Cultures, (2022)**
•**Focus:** Contemporary political Middle Eastern geopolitics, Islamic institutions, Arabic

Certifications:
•Google Analytics 4 •HubSpot SEO Fundamentals •Grant Seeking Essentials •Muck Rack Media Relations •Muck Rack Essentials

References:
•*Available Upon Request*