

Curriculum Vitae

Amanda Cooper, PhD

Parma, Ohio

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EDUCATION

October 2016
Chicago, IL

The Chicago School of Professional Psychology
PhD, International Psychology
Organizations and Systems Concentration
Cumulative GPA: 4.0

May 2010
Cleveland, OH

Cleveland State University
MA, Psychology, Diversity Management
Specialization
Cumulative GPA: 3.83

May 2008
Cleveland, OH

Cleveland State University
BA, Psychology
Cumulative GPA: 3.79
Degree Honor: Magna Cum Laude

CERTIFICATIONS AND TRAININGS

May 2017
Cleveland, OH

International Institute for Restorative Practices
Restorative Practices Training

July 2014
Cleveland, OH

Herrmann International
Practitioner of the Herrmann Brain Dominance Instrument

May 2010
Cleveland, OH

Cleveland State University
Certified Diversity Professional

PROFESSIONAL EXPERIENCE

10/18 - Present
Cleveland, OH

The Diversity Center of Northeast Ohio
Chief Program Officer

Overview

- Redesigned the positions and workflow to better support staff and increase effectiveness
- Supervision of staff in the following departments: School and Youth, Higher Education and Young Adults, and *SHIFT* Consulting
- Responsible for recruitment, onboarding, leadership development, and training of staff
- Development and implementation of a talent management system
- Curriculum design and facilitation of programs for local, national, and multinational corporation
- Lead on curriculum design and workshop facilitation, program evaluation, and client engagement
- Specialization in cultural intelligence programming, facilitation of strategic planning centered on diversity, equity, and inclusion, and service provision for multinational corporations

02/16-10/18
Cleveland, OH

The Diversity Center of Northeast Ohio
Director, *SHIFT* Consulting

Overview

- Rebranded the department from Professional Development to *SHIFT* Consulting
- Restructured the department and designed two new positions: Diversity, Equity & Inclusion Consultant and Engagement Manager
- Supervision of department staff
- Development of marketing and outreach campaigns
- Curriculum design and facilitation of programs for local, national, and multinational corporations
- Expansion of offerings to full service consultation
- Data collection and analysis centered on diversity in the workplace

02/13-02/16
Cleveland, OH

The Diversity Center of Northeast Ohio
Professional Development Program Specialist

Overview

- Conducted organizational needs assessments with for-profit and non-profit institutions

- Developed and implemented strategic organizational development initiatives to address identified organizational needs
- Curriculum research, design, and development of Diversity Center workshops, including 20 distinct cultural diversity and inclusion training programs that have been replicated in organizations throughout Northeast Ohio
- Facilitation of over 100 Diversity Center workshops, within over 50 different organizations, for over 3,000 professionals, with audiences ranging from 4 to 250 participants
- Engaged in teaching content to participants with varying levels of awareness, knowledge, skills, and motivation towards diversity, equity, and inclusion efforts
- Effectively addressed participant resistance, and managed group dynamics to promote learning, engagement, and safety within the group
- Facilitated all Herrmann Brain Dominance Instrument programming and assessment administration for the organization, impacted members of over 40 different organizations throughout Northeast Ohio
- Developed and maintained proposals, contracts, program and event budgets
- Responsible for professional development outreach and new client acquisition, which resulted in an increase in professional services revenue by 89% during the 1st fiscal year, and an additional 38% during the 2nd fiscal year

3/17 - Present
Cleveland, OH

The Chicago School of Professional Psychology
Instructor

Overview

I led the IP 690 Field Experience to Ghana course in the International Psychology (IP) PhD program at The Chicago School of Professional Psychology. I am now transitioning to lead the IP 691/IP692 Field Experience to Peru in the Summer 2, 2019 term.

- Provide instruction online and on-ground for students centered on the application of IP research and theory into practice
- Update course content to remain current in the field of International Psychology and research from the host country
- Maintain and cultivate relationships with multiple Non-Governmental Organizations in Ghana and Peru
- Develop and deliver presentations for host programs
- Provide culturally responsive consultation and support services for organizations in Ghana and Peru
- Provide a safe, respectful, engaging, and supportive learning environment for students

03/10-01/13
Cleveland, OH

CCA Promotions
Manager

Overview

- Oversaw all operations of the evening shift, including the supervision and management of an assistant and up to 28 sales partners
- Held daily educational, motivational, and inspirational sales meetings
- Led all recruitment efforts
- Conflict management and resolution between sales partners

08/06-03/10
Cleveland, OH

CCA Promotions
Lead Trainer

Overview

- Developed and implemented multiple training programs, along with extensive training materials for use in teaching sales techniques to employees
- Conducted group and individual training sessions for new and long standing employees
- Curriculum design for train the trainer programs

08/05-08/06
Cleveland, OH

CCA Promotions
Sales Partner

Overview

- Sold print media subscriptions

SELECTED PROFESSIONAL PRESENTATIONS

Cooper, A. K. (February 2015 to Present). *Diversity, equity, and inclusive excellence in higher education*: Consultation services, data collection and analysis, strategic planning, senior leadership team trainings, staff and faculty trainings for John Carroll University.

Cooper, A. K. (February 2019 to Present). *Senior leadership training series for diversity, equity, and inclusion*. Andrews Osborne Academy.

Cooper, A. K. (2018, December). *Focus group facilitation: An exploration into cultural workshops as a new funding stream*. Street Girls Aid in Accra, Ghana.

Cooper, A. K.. (2018, December). *The experience of siblings of individuals with special needs in Ghana*. Audience: Students from Norway who were interning at New Horizon Special School in Accra, Ghana.

Cooper, A. K. (2018, May – June). *Cultural intelligence*. Rock and Roll Hall of Fame.

Cooper, A. K. (2018, June). *Cultural intelligence*. A. Schulman Inc.

Cooper, A. K. (2018, May). *Leveraging diversity in thought*. Squire, Patton, & Boggs.

- Cooper, A. K. (2017, December). *Strategies for community engagement*. DUNK! in Accra, Ghana.
- Cooper, A. K. (2017, November). *Racial equity in the provision of services for individuals with an Autism Spectrum Disorder*. Milestones Autism Resources.
- Cooper, A. K. (2017, November). *Cultural intelligence*. Kent State University.
- Cooper, A. K. (2017, October). *Leadership training: Mitigating implicit bias*. Timken Steel.
- Cooper, A. K. (2017, September). *Introduction to unconscious bias and micro-messages*. Thompson Hine.
- Cooper, A. K. (2017, March – May). *Cultural intelligence series*. United Cerebral Palsy.
- Cooper, A. K. (2016, December). *Culture, identity, race & socio-economic status workshop series*. Legal Aid Society of Cleveland.
- Cooper, A. K. (2016, October). *Understanding unconscious bias*. Invited speaker to the annual Ohio Library Council conference.
- Cooper, A. K. (2016, October). *Cultural intelligence*. Westlake Library System.
- Cooper, A. K. (2016, September). *The danger of a single story*. Mansfield-Richland County Public Library System.
- Cooper, A. K. (2016, August). *Generational diversity*. Northeast Ohio Medical University.
- Cooper, A. K. (2016, June). *Cultural diversity*. Cuyahoga County Board of Health.
- Cooper, A. K. (2016, May). *Management training: Unconscious bias & micro-messages*. Mansfield-Richland County Public Library System.
- Cooper, A. K. (June 2015 – March 2016). *Workshop series: Cultural competence in mental healthcare and racial equity*. Cuyahoga County Board of Developmental Disabilities.
- Perez, P. H. A. & Cooper, A. K. (2016, March). *Teen safety & social media*. Co-facilitator for DUNK! in Accra, Ghana.
- Cooper, A. K. (2016, February). *Micro-messages*. Cleveland Sight Center.
- Cooper, A. K. (2015, September). *Intercultural communication*. Northeast Ohio Medical University.
- Cooper, A. K. (2015, September). *Cultural intelligence*. University Heights Library System.
- Cooper, A. K. (2015, August). *Compassion fatigue & intercultural empathy*. Cleveland Food Bank.
- Cooper, A. K., Frey, J., Struhar, C., Weinberg, J. (2015, April). *Service learning: Fundamentals & applications for the Innova Schools*. Innova Schools, Lima, Peru.
- Cooper, A. K. (2015, April). *Whole-brain teaching & learning*. Collinwood High School.
- Cooper, A. K. (2014, September-November). *Five-part series on diversity & organ donation*. Lifebank.
- Cooper, A. K. (2014, September). *Compassion fatigue & social justice*. National Federation for Just Communities conference.
- Cooper, A. K. (2014, September). *Unconscious bias in healthcare*. Northeast Ohio Medical University.
- Cooper, A. K. (2014, August). *Cultural intelligence*. Lead Diversity.

- Cooper, A. K. (2014, June). *Micro-messages*. Cargill.
- Cooper, A. K. (2014, June). *Unconscious bias*. International Association of Administrative Professionals event.
- Cooper, A. K. (2014, February – June). *Cultural diversity workshop series with an international talent focus: cultural diversity 101, international new comers experience: acculturation; intercultural communication; understanding unconscious bias; the business case for diversity & inclusion*. Sponsored by Global Cleveland; open to all businesses throughout Northeast Ohio.
- Cooper, A. K. (2014, May). *Cultural diversity: LGBTQ focus*. Great Lakes Science Center.
- Cooper, A. K. (2014, May). *Power & privilege*. Renaissance Unity Church.
- Cooper, A. K. (2013, September & 2014, September). *Diversity council workshops*. Ohio Dominion East
- Cooper, A. K. (2013, August). *Compassion fatigue & intercultural empathy*. Hospice of the Western Reserve.
- Cooper, A. K. (2013, July). *Compassion fatigue & intercultural empathy*. Northeast Ohio Recovery Association.
- Cooper, A. K. (2013, April). *Cultural competence in mental healthcare*. North Coast Behavioral Health.

RESEARCH

Dissertation

- Cooper, A. K. (2016). Ghanaian siblings' experiences of a brother or sister with a mental disability. Dissertation defense passed October 14th, 2016.

VOLUNTEER

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| 02/19- Present
Satellite Beach, Florida | Florida Health Connection: Fight for Zero
Organizational Development Consultant |
| 12/16-Present
Accra, Ghana | Street Girls AID (Accra, Ghana)
Member, International Psychology Consultation Team |
| 08/14-Present
Accra, Ghana | New Horizon Special School (Accra, Ghana)
Member, International Psychology Consultation Team |
| 08/14-Present
Accra, Ghana | DUNK! (Accra, Ghana)
Member, International Psychology Consultation Team |