

LINDSAY TONG

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EDUCATION

The University of North Carolina Chapel Hill	Master of Arts, Educational Innovation, Technology, and Entrepreneurship, Innovative Technology Specialist	July 2024
North Carolina State University	Bachelor of Arts, Education Psychology Minor: Linguistics	May 2023 GPA 3.9

EXPERIENCE

IXL Learning – Content Production Specialist May 2024 – Present
Curriculum Design and Product Development

- Utilize HTML and internal content management tools to design, QA, and maintain high-quality, user-facing learning content used by millions of students and educators.
- Collaborate with engineers and product designers to troubleshoot technical issues, optimize workflows, and enhance platform accessibility for diverse learners.
- Apply agile project management methodologies using Jira and Confluence to coordinate product releases and ensure alignment between engineering, curriculum, and content teams.

MetaMetrics – *User Experience Research and Design Intern* August 2023 – May 2024
Product Development and Research

- Applied design thinking to drive data-informed improvements to educational tools and platforms, translating research insights into actionable design solutions.
- Created prototypes and test product concepts in Figma to that improved usability for teachers and learners.
- Conducted qualitative and quantitative data analysis to inform innovation strategies and enhance customer experiences.
- Collaborated cross-functionally with engineering, marketing, and design teams to align product features with user needs and business goals.

The University of North Carolina at Chapel Hill – Teaching Assistant December 2023 – May 2024
The Art and Science of Expertise

- Collaborated with professors to bridge the gap between education and technology, aligning course objectives with innovative tools to foster student collaboration and engagement
- Identified and documented technology solutions to support group projects and class discussions, enhancing learning experiences for 300 students
- Provided seamless technical support, troubleshooting, and LMS design, ensuring the efficient use of educational technologies throughout the course

LASER Institute – *Education Research Facilitator* May 2023 – August 2023
Learning Analytics in STEM Education Research Summer Session

- Led research planning and networking initiatives for renowned scholars, collaborating with colleagues at the Friday Institute to drive progress in learning analytics and STEM education research
- Fostered collaboration among diverse academic teams, facilitating knowledge exchange that accelerated research timelines by 15%
- Worked closely with stakeholders to plan, organize, and coordinate research activities, ensuring clear communication and alignment of goals
- Delivered presentations to both academic and practitioner audiences, contributing to impactful discussions in education research and enhancing professional relationships

Friday Institute for Education Innovation – *Lead Intern and Graduate Research Assistant* August 2020 – August 2023
Program Evaluation and Education Research Group

- Led and mentored a team of interns, providing training on research methodologies and tools to ensure successful project outcomes over multiple years
- Proficiently used Tableau, Qualtrics, and ATLAS.ti to streamline data analysis and research processes, improving efficiency in program evaluations

- Conducted extensive qualitative and quantitative research, compiling comprehensive reports and presentations on emerging topics in education
- Evaluated programs for organizations such as PBS Kids and the Oak Foundation, producing actionable insights and recommendations in detailed reports
- Organized focus groups to gather qualitative data and translated complex findings into visually compelling infographics for stakeholders
- Coordinated internship meetings, disseminated pertinent information, and addressed queries, fostering a collaborative and productive work environment

NC State Educational Psychology Research Lab – Research Assistant

January 2023 – May 2023

- Conducted research on racial inequities in higher education, focusing on programs of study at HBCUs
- Played a critical role in cleaning, organizing, and managing research data, ensuring the accuracy and reliability of the datasets for analysis
- Collaborated with fellow researchers to develop research methodologies, contributing to impactful and meaningful outcomes in education research

PRESENTATIONS

Hann, L. “Innovative Education Technology Evaluation” Master’s Thesis presented at the Masters of Educational Innovation Technology and Entrepreneurship Innovate Showcase. Chapel Hill, NC. July 2024.

Hann, L., Lisle, V. “What The Heck Is AI And How Do I Use It?” Concurrent Session at North Carolina Technology in Educational Society Conference (NCTIES). Raleigh, NC, March 2024.

Edwards, C., Hann, L., Hageman-Mays, K. “Developing an Equitable Talent Pipeline for Educational Researchers” Poster Presented at American Educational Research Association National Conference (AERA). Chicago, IL. April 2023.

Edwards, C., Miller, J., Hann, L., Davis, R. “Attracting the Next Generation of Educators: Lessons Learned from an Undergraduate Intern Program” Panel Presentation at North Carolina Technology in Educational Society Conference (NCTIES). Raleigh, NC. March 2023.

Edwards, C., Hann, L., Hageman-Mays, K. “Developing an Equitable Talent Pipeline for Educational Researchers” Poster Presented at North Carolina State University’s College of Education Celebration of Research Symposium. Raleigh, NC. February 2023.

Huggins, E., Edwards, C., Hann, L., Miller, J. “Using Participatory Empowerment Evaluation to Broaden Participation in Work-Based Learning Opportunities Among First-Generation, Minority Undergraduate Students” Birds of a Feather presentation at the Eastern Educational Research Association Conference (EERA). Myrtle Beach, SC. February 2023.

Hann, L., Ross, S., Noyola, S., Jung, J. “Amplifying Student Voice in an Equity-Centered Research and Evaluation Program” Poster Presented at North Carolina State University’s College of Education Celebration of Research Symposium. Raleigh, NC. March 2022.

ADDITIONAL INFORMATION

Technology Skills: Tableau, Qualtrics, ATLAS.ti, ArcGIS, Figma, PuTTY, RegEx, MS Excel, Word, PowerPoint, Google Suite, Adobe Creative Cloud, Canva, Canvas, Chat GPT, Perplexity.ai, XML

Certifications: Microsoft Office Certification (2019), NCSU Leadership Development Certified

Leadership/Honors: AERA Undergraduate Research Fellow, PEER Group Outstanding Intern Award

***Last name changed from Hann to Tong in 2024**