

# CHRISTIN GULICK PHELPS

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2804 Poplar Grove Court, Raleigh, NC 27613

## EDUCATION:

**Ph.D. Communication, Rhetoric, and Digital Media**, expected May 2012

North Carolina State University, Raleigh, NC

Dissertation Title (Tentative): *The human, the machine, and the in-between: The role of context in attributions of artificial intelligence*

Committee: *Jason Swarts (chair, English), Carolyn Miller (English), Jessica Moore (Communication), R. Michael Young (Computer Science)*

**M.S. Technical Communication**, 2007

North Carolina State University, Raleigh, NC

**B.S. Computer Information Systems**, 2004

Minor in Business Management

Guilford College, Greensboro, NC

## TEACHING INTERESTS:

Online Information Design and Development

Usability measurement, testing, and evaluation methodologies

Professional and Technical Writing

Database Systems

## RESEARCH INTERESTS:

Artificial Intelligence and Social Robotics

Online Information Design and Development

Ubiquitous Computing

Database Systems

Mobile Technologies

Game Studies

## TEACHING EXPERIENCE:

**Graduate Teaching Assistant (Instructor of Record)**, North Carolina State University, Raleigh, NC

ENG 331 Communication for Engineering and Technology (eight sections, four online, one summer)

*Written communication in industrial and technical organizations, emphasizing internal communication with managers and technical personnel and including external communication with regulators, vendors, and clients. Intensive practice in writing; relationship of writing to oral and visual communication. For students in engineering and other primarily technological curricula.*

### ENG 317 Designing Web Communication (Spring 2010)

*A course in the layout, design, and composition of web-based communication. Students learn to analyze audiences and their uses of information in order to plan, compose, and critically evaluate web-based communication. Students acquire skill with HTML coding, screen design, and multimedia authoring and will apply those skills to the composition of a variety of web texts (i.e. websites). Course work requires students to become proficient with commercially available HTML and photo editors.*

**Applications Instructor**, New Horizons Computer Learning Center, Greensboro, NC

*One to Three Day-long Courses with Upwards of Fifteen Adult Students On: Word, Excel, PowerPoint, Access, Outlook, Dreamweaver, Flash, Fireworks, Acrobat, Active Server Pages 2.0, CSS, HTML*

**Visual Basic Tutor**, Guilford College, Greensboro, NC

### **PUBLICATIONS:**

Cashman, S. & Phelps, C. G. (2009). The role of role-play in pervasive location-based mobile games. In A. de Souza e Silva & D. M. Sutko (Eds.), *Digital Cityscapes: Merging Digital and Urban Playspaces*. New York, NY: Peter Lang Publishing.

### **PRESENTATIONS:**

Phelps, C. G. (2011). "Building Relationships and Networks: Using Moodle to Create an Online GTA Peer Mentoring Community at a Large University". To be presented at CCC 2011, Atlanta, GA, May, 2010.

Moore, J. & Phelps, C. G. (2010). "Do you have a comment on my post? An examination of narrative construction and social support in online social networks". To be presented at the NCA 96<sup>th</sup> Annual Convention, San Francisco, CA, November, 2010.

Moore, J. & Phelps, C. G. (2010). "Communicating Care via Cyberinfrastructure: The Health Benefits of Narrative Construction in Online Social Networks". To be presented at Southeastern Social Psychologists, Charleston, SC, October 29-30, 2010.

Phelps, C. G. (2010). "Communication, cognition, and cyberinfrastructure: An examination of narrative construction and perceptions of social support in online social networks". Presented at CI Days: The Excitement and Future of Cyberinfrastructure, Raleigh, NC, September 2010.

Phelps, C. G. (2010). "Artificial Intelligence as Rhetorical Audience". Presented at the Rhetoric Society of America Conference, Minneapolis, MN, May 2010.

Phelps, C. G. & Cashman, S. (2010). "The role of role-play in pervasive location-based mobile games". Presented at the Emerging Issues Forum, Raleigh, NC, February 2010.

Phelps, C. G. (2009). "Advancing Online Community: The Internet, Artificial Intelligence, and Religion". Presented at the NCA 95<sup>th</sup> Annual Convention, Chicago, IL, November 2009.

Phelps, C. G. (2008). "The New Optimized Article Genre". Presented at the Rhetoric Society of America Conference, Seattle, WA, May 2008.

## **WORK EXPERIENCE:**

### **Director of Information Technology**

*Virante, Inc., Durham, NC*

*April 2006 – January 2009*

Worked closely and directly with clients and a team of programmers and account representatives to develop, plan, and implement a development plan and budget for a variety of website design and redesign, website development, and web-based programming projects. Utilized PHP, CSS, SQL, phpMyAdmin, and XAMPP.

### **Independent Web Developer**

*Self-Employed*

*November 1997 – April 2006*

For each contract, consulted with client to identify purpose and basis for website, received client needs, and identified technical options, presented options and made recommendations, finally implementing a plan. Clients included such organizations as the North Carolina State University Sociology and Anthropology department, Century 21 Carroll Realty, Discca Environmental Services, Inc., and more.

### **Web Page Designer**

*art.com, Raleigh, NC*

*March 2005 – August 2005*

Developed web pages, XSLT code, and Cascading Style Sheets for affiliate websites to integrate art.com material. Worked closely with both the Marketing Department and the Information Technology department to meet both art.com and the affiliate's needs.

### **Help Desk Supervisor**

*Guilford College Information Technology and Services, Greensboro, NC*

*August 2000 - May 2004*

Answered phones and assisted walk-in customers with computer-related problems. Also organized the completion of the setup and take-down of Media Services equipment for faculty, staff, and students, while supervising 2-3 workers at all times.

### **CHAOS Team Leader/First Year Center Technology Developer**

*Guilford College First Year Program, Greensboro, NC*

*December 2002 - May 2004*

One of four members of the student CHAOS Leadership Team that organized and produced the freshman orientation program called "CHAOS." During this time, supervised 35-40 CHAOS Leaders and assisted parents and students in the adjustment to Guilford College. Also responsible for maintaining database of incoming students and ensuring technology required for events functioned as needed.

### **Daytime Sales Manager**

*Northern Reflections, Cary, NC*

*December 1997 - August 1999*

Operated Cash Register, while "working" the sales floor, receiving and distributing inventory, and training new employees. Also opened the store.

## **TECHNICAL SKILLS:**

### *Languages*

Proficient with HTML, XML, Cold Fusion, JavaScript, Visual Basic, VBScript, ASP, PHP, and SQL

### *Software*

Proficient with Adobe Acrobat, Adobe Photoshop, Adobe InDesign, Blackboard Vista, Corel PhotoPaint, Drupal, Internet Explorer, Lotus Notes, Macromedia Flash, Macromedia DreamWeaver, Macromedia Fireworks, Microsoft Excel, Microsoft Front Page, Microsoft Word, Microsoft Works, Moodle, Winzip, and WS\_FTP

## **SERVICE:**

Lead Developer and eMentor Coordinator, NCSU TA eCommunity (2009-present)

Treasurer, NCSU ACM SIGDOC (2010-present)

Technology Sub-Committee Chair, Grants Committee, Komen For The Cure NC Triangle Affiliate (2007-present)

Co-Organizer, DCampSouth Unconference (2007)

Team Captain, Relay for Life, American Cancer Society (2007-2008)

Treasurer, NCSU Society for Technical Communication (2007-2010)

Peer Mentor, Guilford College (2002-2004)

Orientation Leader, Guilford College (2001-2004)

## **HONORS AND AWARDS:**

Certificate of Accomplishment in Teaching (2009)

Chancellor's List (2005-2007)

Guilford College Honors Scholarship (2000-2004)

National Dean's List (2001-2004)

Guilford College Dean's List (2001-2004)

First Runner-up, Guilford College Student Employee of the Year (2003)

## **PROFESSIONAL AFFILIATIONS:**

Rhetoric Society of America

ACM Special Interest Group on Design of Communication

NC Triangle Usability Association

## **PROFESSIONAL DEVELOPMENT:**

Effective Questioning, Faculty Center for Teaching and Learning, North Carolina State University, February 2008

Teaching and Learning with Technology Summer Institute, North Carolina State University, May 2008