
Kristina Lugo

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EDUCATION

- Aug. 2011 – May 2015 (Expected)** **American University** **Washington, D.C.**
Ph. D. Student, Justice, Law & Criminology
- *Concentrations:* Justice/Criminology and Comparative Politics. Research Areas: Human Trafficking, Transnational Crime, Criminal Justice System Development, and Formal vs. Informal Justice Systems.
 - *Methods:* Qualitative/Quantitative/Mixed-Method research designs, survey design/execution, statistical analysis, mapping, open-source data analysis
 - *Software:* STATA (proficient), SPSS (proficient), NVivo (in progress), ArcGIS (in progress)
- Aug. 2009 – May 2011** **Georgia State University** **Atlanta, GA**
Masters in Public Administration
- *Concentration:* Non-Profit Management
- Aug. 1990 – May 1994** **State University of New York** **New Paltz, NY**
B.A., Theatre Arts
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RECENT WORK EXPERIENCE

- June. 2013 – Present** **Polaris Project** **Washington, D.C.**
Call Specialist, National Human Trafficking Resource Center
- Coordinate assistance to trafficking survivors and their families, service providers and others, carry out follow up on active cases, conduct research, update and maintain the databases, and otherwise support the Center.
 - *Software:* Salesforce, Palantir
- Aug. 2011 – Present** **American University** **Washington, D.C.**
Graduate Assistant, Justice, Law & Society Department
- Research and writing support for grant-funded quantitative and qualitative work on human rights and terrorism.
- May – August 2012** **The Mountain Fund** **Kathmandu, Nepal**
Volunteer Coordinator and Global Giving Project Launch Coordinator
This American-based NGO provides health and education programming in Kathmandu and rural communities, and provides capacity-building for local, indigenous NGOs. The Mountain Fund also operates an internationally-recognized volunteer placement program.
- Served as volunteer liaison for 46 summer volunteers with local volunteer housing staff. Assisted volunteers with all their needs in Kathmandu, at their placements, and in our housing.
 - Coordinated launch of Global Giving fundraising training for over 40 local NGOs as liaison between US-based and local Nepali staff. By the end of the project, trained local staff took over workshop and service delivery.
- June – Aug. 2010** **International Justice Mission** **Washington, D.C.**
Special Projects Intern
IJM is a human rights agency that secures justice for victims of slavery, sexual exploitation, and other forms of violent oppression.
- Created and defined indicators for monitoring and evaluating IJM's structural transformation projects. Areas of focus included: capacity-building for police, prosecutors, courts, prisons and victim aftercare.
 - Provided actionable information for meeting key challenges in building monitoring and evaluation capabilities, such as designing an impact evaluation in a data-poor, resource-poor or politically-unmotivated environment, and also for more specific tasks including calculating beneficiaries and retroactive baselines.
 - *Have continued to provide quantitative and qualitative research support for IJM on a contract basis since ending the internship.*

Jan. 2010 – May 2011

Georgia State University

Atlanta, GA

Graduate Research Assistant, Public Performance and Management Group

- Led literature and performance benchmark research, compiled and analyzed qualitative survey responses, and served as a primary editor for the *DeKalb County, GA Staffing Reduction Study*, published in April 2010.
- Analyzed data for several employee satisfaction studies for the Georgia Governor's Office of Customer Service.

May – June 2010

The Women's Foundation of Nepal

Kathmandu, Nepal

Donor Relations Volunteer/Intern

This indigenous Nepali NGO provides rescue, legal, aftercare, medical, job training and other services for women and children extracted by WFN from severe violent oppression. WFN also engages in social enterprise and political advocacy.

- Assisted writing 2009 WFN Annual Report and the 2010 impact evaluation for WFN's childcare centers.
- Created marketing pieces aimed at donors and international clients of WFN's social enterprise that reached over 2,000 potential commercial distributors by December 2010.

OTHER WORK EXPERIENCE

2002-2009	Warranty Corporation of America (n/k/a NEW)
2006-2009	<i>Marketing Manager. Clients included Target, JC Penney, Dick's Sporting Goods and BJ's Warehouses</i>
2005-2006	<i>Marketing Assistant</i>
2002-2005	<i>Human Resources Coordinator</i>
2000-2002	<i>Adecco Employment Services, Regional Payroll Specialist</i>
1998-2000	<i>Lowe's Home Improvement Warehouses, Personnel/Training Coordinator</i>
1997-1998	<i>Lowe's Home Improvement Warehouses, Management Trainee, Receiving</i>
1996-1997	<i>WRNN-TV, Master Control Operator</i>
1994-1995	<i>Clein + White Public Relations, Receptionist/ Administrative Assistant</i>

PROFESSIONAL ORGANIZATIONS

American Society of Criminology (2011-present)

Nonprofit Leadership Alliance at Georgia State University, President 2010-2011

AWARDS AND FELLOWSHIPS

- Paul A., Paul H., and Isabella A. Clarke Scholarship, American University
- Next Generation Nonprofit Leaders Scholarship, Nonprofit Leadership Alliance

PUBLICATIONS

OUT FOR REVIEW:

“One-Sized Neoinstitutionalism Doesn't Fit All: Why Criminal Justice System Development in Bangladesh Isn't Working.” (With Elizabeth A.M. Searing)

“Attitudes Toward Violence Among Occupy DC Participants.” (With Edward R. Maguire, Maya Barak, and Karie Cross)

“Informal Dispute Resolution Institutions in Bangladesh and the Philippines: In Search of a Model.”

IN PROGRESS/ WORKING PAPERS:

“The Commoditization of Humans: The Business Models of Human Trafficking Networks.” – Dissertation

“Does Procedural Fairness Increase Criminal Justice System Legitimacy? Evidence from Bangladesh.”

PAPER PRESENTATIONS AT SCHOLARLY MEETINGS

2012 “One-Sized Neoinstitutionalism Doesn't Fit All: Why Criminal Justice System Development in Bangladesh Isn't Working.”

~ At American Society of Criminology Annual Meeting, Chicago, 2012