

# Christoph Berendes

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**2003 to present:** Project management and technical direction to support Federal grant reviews, online collaboration, and civic engagement.

**1997 to 2003:** Founded **Netalyst**, a distributed team of programmers, librarians, and analysts. We integrated information technology, design skills, and subject matter expertise to allow our government customers to master the unfamiliar challenges of the early Internet years. Customer focus: email customer service, document and database publishing, and web search; internal focus: a great place to work.

**1994 to 1996:** Pioneered web-based public participation for government reform and online rule-making.

**Earlier:** Teaching, research, activism, social science skills

## Projects (1997 to present)

<b>Fuse subject expertise, technology, and project management</b>	Project manager/technical director for multi-company (IL, MA, DC, VA) team designing and implementing a new analytical approach for evaluating a transit grants program via web-based annual reporting and US Census data.	<i>CES/ACSI for US Dept. of Transportation, DC (2003 - present).</i>
<b>Integrated software and supported sales for web-based collaboration</b>	Technical director for start-up providing web-based collaboration/document mark-up for kitchen designers. Specified interface using paper prototyping, chose open source software components to add features at low cost. Interviewed customers to develop a demo/quickstart that highlighted service benefits and provided training.	<i>Dezynepad, Inc., DC (2004 - 2006).</i>
<b>Streamlined phone-bank website for usability; strategic partner support</b>	Modified open source web phone-bank software (Advokit) to suit it for occasional users; interviewed early users to identify obstacles for rapid scale up from dozens to thousands of callers; laid strategic framework for closer collaboration between project partners.	<i>Consultant to CivicActions, CA and their client ResPublica, NY (2004).</i>
<b>Streamlined static websites via CMS</b>	Project manager for website redesign, content management system conversion, and maintenance for Federal Railroad Administration and Federal Transit Administration (USDOT).	<i>MIS, Inc., Washington, DC: 1997 to 2002.</i>

## Netalyst, Inc., Washington, DC (1997-2003)

<b>Created profitable, worker-friendly firm</b>	Built business, including GSA accreditation, with the US Department of Transportation and the National Academy of Sciences as primary clients. Many employees told us that this was the best job they'd ever had.
<b>Led team responding to 9/11 email flood</b>	Created email reference team supporting two USDOT public email addresses. Identified and installed software to track interactions, assign messages to subject specialists, and publish FAQs. Managed staff and technical response when volume expanded from 200 to 1600 messages/day after 9/11.
<b>Directed roll-out of transportation research website</b>	Led development of interface requirements, online documentation, and video demo for first public release of the Transportation Research Information Service (TRIS) in seven months. Coordinated rollout to the National Academy of Sciences Transportation Research Board Annual Conference, 2000.
<b>Pioneered DOT web search</b>	Installed and managed first USDOT web search engine (DOTBOT/Ultraseek), handling institutional and technical issues.

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### Web-based public participation (1994-1996)

<b>Built team for early web-based Federal rule-making</b>	Led strategy, design, and evaluation sessions, managed moderator team (CA, MD) for RuleNet, an early Web-based rulemaking. NRC General Counsel and LLNL team leaders hailed project as their best-ever collaboration.	<i>Lawrence Livermore National Lab./ Nuclear Regulatory Comm., DC (1995 - 1996).</i>
<b>Managed Federal conference website</b>	Specified requirements, recruited Federal Government content providers, conducted focus groups, and led trouble-shooting efforts to ensure on-time roll-out of federal acquisition reform conferencing website.	<i>Lawrence Livermore National Laboratory, DC (1995).</i>
<b>Marshaled distributed teams to rescue VP's web conference</b>	Hired to train moderators for Vice President's Reinventing Government web-conference for 1000 participants. Assumed lead when larger effort floundered, using scheduling exercises, bug reporting, and rapid prototyping to ensure that MA, CA, and DC teams communicated, prioritized, and delivered to complete project successfully.	<i>Federal National Performance Review Task Force, DC (1994).</i>

### Organizing, teaching, and volunteering

<b>Structure and follow-up for training activists</b>	Advised staff of first Online Organizing Training for Non-Profits on written exercises guiding trainees to develop individual roadmaps for active learning. Editor/producer of the RootsCampDC unconference notes.	<i>Consultant to the New Organizing Institute, DC (2006 - 2007).</i>
<b>Led church's service efforts in city-wide organizing</b>	Co-chair of church's Outreach Board; worked with leaders across DC and mobilized parishioners for Voter ID/GOTV as church representative to Washington Interfaith Network Strategy Team during its base-building efforts for 1998 mayoral election.	<i>St Marks Episcopal &amp; Washington Interfaith Network (WIN), DC (1998 - 2005).</i>
<b>Launched DCPS Internet project</b>	Taught 7 <sup>th</sup> - 9 <sup>th</sup> graders and school staff, recruited volunteers, identified hardware/software needs, and encouraged development of organizational infrastructure.	<i>Hone Junior High School, DC (1994-1998).</i>
<b>Motivated broad range of students, teaching both tools and "the big picture"</b>	<b>ODU:</b> Revamped content and teaching/testing approach for course in financial analysis for undergraduate engineers, providing both tools (e.g. net present value) and big picture to guide appropriate use of tools. <b>SJSU:</b> Reorganized systems analysis for business majors course to motivate "typical C students" while still challenging traditionally good students.	<i>Old Dominion University, Norfolk, VA (1988-1992). San Jose State University, San Jose, CA (1983-1987).</i>

### Education and memberships

<b>Member</b>	International Association for Public Participation National Coalition for Dialogue and Deliberation	<i>(2006-2007, 2010) (2010 – present)</i>
<b>Certificate</b>	Charrette Planner, National Charrette Institute	<i>Portland, OR (2004).</i>
<b>Ph.D. Studies (Engineering Management)</b>	Fieldwork: "Organizational issues in real-time manufacturing information systems". Courses in cybernetics, expert systems, organizational communication, and neural nets.	<i>Old Dominion University, Norfolk, VA, (1988 – 1993).</i>
<b>Bachelor of Arts</b>	Psychology and Social Relations, <i>Cum Laude</i> in General Studies, Minor in Economics.	<i>Harvard College, Cambridge, MA, (1973 - 1979).</i>